

Job Description

(For Positions in CAW Local 555, Unit 1)

Job descriptions do not include every duty that an individual in a position performs. They are intended to be representative and characteristic of the duties required and the level of work performed. Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

JD #:	JD00641	Pay Grade:	9
JD Title:	Technical Support Specialist	JD FTE Hours:	35
Job Family:	IT		

General Description

The Technical Support Specialist is responsible for providing Level II technical support with respect to software applications and hardware. Responsible for investigating moderate and complex issues by confirming the validity of the problem and seeking for known solutions related to these more complex issues. Participates in project implementation including defining the project, monitoring progress, and assisting in planning the required sequence of activities. Manages campus wide systems and programs code modifications to resolve application issues. Supports the University's academic and administration departments by acting in a technical capacity in all phases of the Project Life Cycle for components of small to medium projects, including post-production support and ongoing maintenance. Continuously gains an understanding of the University's operations and processes and how systems are used in support of those operations. Works under general supervision and uses discretion to resolve various problems and inquiries. Specific instruction is usually given and work is reviewed at frequent milestones.

Representative Duties & Responsibilities

- Provide technical support for technology in server and related environments, data network infrastructure and related environments, datacenter technology and facilities, storage area network and other storage related environments, voice network infrastructure and related environments, and information security infrastructure and other related environments.
- Prepare procedures for restoring systems to full operation after hardware and software component failures on both production and test systems.
- Prepare contingency plans for recovering services and operations after incidents such as power blackouts, water damage, or structural building failures and contribute to the planning and development of disaster recovery scenarios.
- Undertake projects such as performance monitoring and capacity planning to monitor the overall reliability and effectiveness of the computing systems and information processing architecture including storage area networks.
- Troubleshoot computer system issues that may require an end-to-end evaluation of University wide systems often spanning multiple heterogeneous hosts and locations across the University and with external service providers.
- Liaise with computer vendors, other institutions, and associated computer user groups as a means to maintain communication between all parties involved in technical projects and day-to-day operations.
- Design, implement, and support processes, procedures, and mechanisms that inter-connect heterogeneous systems in support of the integration of processes and data flow.
- Manage campus wide systems and infrastructure.
- Conduct complex in-depth troubleshooting of various software packages.
- Debug in-house customized applications and vendor products.
- Liaise with product vendors to facilitate problem resolution.
- Program code modifications for problem resolution.
- Develop cost and time estimates for the technical architecture components of project implementations.
- Plan and participate in various projects.
- Negotiate and manage vendor contracts.
- Diagnose, assess, circumvent, and find remedies for a variety of service incidents that deviate from planned or expected information system behaviour.
- Combine investigative, analytical, and design skills with knowledge of hardware and software applications and technology.
- Provide technical expertise and functional support for software and hardware package implementations to meet

Representative Duties & Responsibilities

- business requirements.
- Analyze and evaluate the impact of application enhancements.
- Provide expertise and practical assistance in delivering services that comply with established standards.
- Identify, evaluate, and prioritize customer problems and complaints to ensure that inquiries are successfully resolved.
- Carry out investigative work on a variety of requirements, information flow, and processes.
- Elicit requirements using interviews, document analysis, requirement workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, and task and workflow analysis.
- Implement non-standard solutions and work-arounds.
- Analyze and evaluate support reports and make recommendations to reduce potential calls to the Service Desk.
- Review and assess systems and software production quality management against established standards.
- Evaluate hardware, software, and transmission service alternatives as business requirements change.
- Demonstrate innovation in applying knowledge to non-standard situations.
- Localize and rectify faults in network connectivity and applications and respond to non-routine user problems.
- Analyze, examine, and validate processes.
- Interpret technical and procedure manuals for non-technical users.
- Set priorities for problem resolution, monitor progress, and apply the appropriate escalation procedures.
- Train clients in the use of applications and computer systems.
- Provide detailed technical advice and guidance to users, clients, and staff.
- Produce technical and descriptive documentation.
- Investigate means to improve service levels given technology trends.
- Interact with testing team and provide technical input, support, and analysis for software and hardware specifications.
- Research, evaluate, and recommend new products and upgrades.
- Disassemble and reassemble computer hardware and peripherals using a variety of hand tools.
- Handle minuscule and delicate components when repairing equipment which requires precision placement and removal.
- Remain current with frequent advances in the field of information technology.
- Plan, schedule, and monitor own work within short time horizons.
- Organize individual time, work and resources to accomplish objectives in the most effective and efficient way.
- Understand and use appropriate methods, tools, and applications to complete work tasks.
- Demonstrate a rational and organized approach to work and identify development opportunities.
- Absorb technical information when it is presented systematically and apply it effectively.
- Use measurement methods to monitor progress toward goal attainment, tenaciously working to meet or exceed those goals, while deriving satisfaction from the process of goal achievement and continuous improvement.
- Ensure that the internal and external customer perspective is a driving force behind decisions and activities.
- Follow service practices that meet customers' and University needs.
- Interact with others in a way that gives them confidence in one's intentions and those of the University.
- Work collaboratively with others to achieve departmental and institutional goals. Actively participate as a member of a team to move the team toward the completion of goals.
- Perform a range of varied work activities in a variety of structured environments.
- Successfully engage in multiple initiatives simultaneously.
- Apply and enforce department change control policies and procedures.

Supervision

- Provide direction to others in how to carry out work tasks.

Qualifications

- Bachelor's degree in Computer Science, Business, or a related field of study.
- Requires 3 years of relevant experience.

Effort

Physical Effort:

- A typical work day consists of greater than 3.5 hours of low physical effort for activities such as:
 - Intermittent periods of keyboarding to process documents, enter data into databases, and maintain accurate records.
- A typical work day occasionally requires moderate physical effort for activities such as:
 - Moving and carrying moderate weight and awkward objects such as computer hardware and peripherals.
- Elements of high physical effort are not a regular feature of this job.

Mental Effort:

- A typical work day occasionally requires routine mental effort for activities such as:
 - Collecting routine information, word processing routine documents such as correspondence and reports, and inputting data in databases and spreadsheets.
- A typical work day consists of up to 2 hours of moderate mental effort for activities such as:
 - Interpreting technical and procedure manuals for non-technical users.
 - Setting priorities for problem resolution, monitoring progress, and applying the appropriate escalation procedures.
 - Providing detailed technical advice and guidance to users, clients, and staff.
 - Carrying out investigative work on a variety of requirements, information flow, and processes.
 - Producing technical and descriptive documentation.
 - Investigating means to improve service levels given technology trends.
- A typical work day consists of greater than 3.5 hours of high mental effort for activities such as:
 - Conducting complex in-depth troubleshooting of various software packages.
 - Debugging in-house customized applications and vendor products.
 - Negotiating vendor contracts.
 - Implementing non-standard solutions and work-arounds.
 - Demonstrating innovation in applying knowledge to non-standard situations.
 - Diagnosing, assessing, circumventing, and finding remedies for a variety of service incidents that deviate from planned or expected information system behaviour.

Working Conditions

Physical Environment:

- There are no adverse physical environment conditions inherent to the job.

Psychological Environment:

- Occasionally interacts with individuals who may be rude or upset.
- Frequently deals with multiple projects and simultaneous deadlines.

Health & Safety:

- Occasionally required to climb a ladder to repair equipment.

Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	JD00641	Pay Grade:	9
JD Title:	Technical Support Specialist	Total Points:	591
Job Family:	IT		

Factor	Subfactor	Level Rating	Points
Skill	1. Applied Reasoning and Analytical Skills	5.0	105
	2. Breadth of Knowledge	2.0	13
	3. Adaptation to Change/Updating of Learning	2.5	17
	4. Interpersonal Skill	3.5	46
	5. Education and Experience	E3	100
	6. Dexterity and Coordination	3.0	21
Effort	7. Physical Effort	1.0	3
	8. Mental Effort	5.0	100
Responsibility	9. Planning and Coordination	3.5	55
	10. Responsibility for Others	2.0	33
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	3.5	80
Working Conditions	12. Physical Environment	1.0	3
	13. Psychological Environment	2.0	10
	14. Health and Safety	1.0	5