



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 #:	JD00642	Pay Grade:	10
JD Title:	Lead Technical Support	JD FTE Hours:	35
Job Family:	IT		

General Description

The Lead Technical Support provides 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. Leads project implementation including defining the project, monitoring progress, and planning the required sequence of activities. Provides supervision to a team of Level II technical support staff.

Representative Duties & Responsibilities

- Establish, cultivate, and maintain client and vendor relationships.
- Manage the operation of the technical support pool.
- Participate in the preparation and forecasting of departmental budgets.
- Plan and coordinate a variety of events and activities.
- Act as an on-site project manager, responsible for managing projects from inception to completion.
- Plan and establish project framework and identify project milestones to ensure the project is completed according to project specifications and within specified timelines.
- Lead, plan, and participate in various projects.
- Manage campus-wide systems such as the antivirus server, corporate calendar, and the incident management system.
- 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.
- 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 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 additional information from users to accurately diagnose problems.
- 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.

Representative Duties & Responsibilities

- 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.
- 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

- Supervise and direct the activities of 1 to 4 continuing employees.

Qualifications

- Bachelor's degree in Computer Science, Business, or a related field of study.
- Requires 4 years of relevant experience, including one year of supervisory 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.
- Elements of moderate physical effort are not a regular feature of this job.
- 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:

- Risk to the incumbent is no higher than for the general population.

Job Description Rating Sheet

(For Positions in CAW Local 555, Unit 1)

JD #:	JD00642	Pay Grade:	10
JD Title:	Lead Technical Support	Total Points:	649
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	2.0	12
Effort	7. Physical Effort	1.0	3
	8. Mental Effort	5.0	100
Responsibility	9. Planning and Coordination	4.0	64
	10. Responsibility for Others	4.0 ^{Full}	78
	11. Accountability for Decisions Actions Affecting People, Assets, and Information	4.0	93
Working Conditions	12. Physical Environment	1.0	3
	13. Psychological Environment	2.0	10
	14. Health and Safety	1.0	5