

Job Description

Job Title:	Information Technology Specialist
Department:	Mathematics Faculty Computing Facility
Reports To:	Director, MFCF
Jobs Reporting:	None
Salary Grade:	USG 9-13
Effective Date:	January 2021

Primary Purpose

The Information Technology Specialist (IT Specialist) is responsible for the provisioning and support of all information technology and related computing systems in the Faculty of Mathematics. These responsibilities include management of computing environments and supporting infrastructure, enabling and improving outcomes for administrative, teaching, and research computing in the Faculty.

Key Accountabilities

Client Service: Provide excellent client service to the Faculty and associated individuals and groups in their use of computing and related technology.

- Work with clients to understand and resolve their computing and related technology issues.
- Provide guidance and technical advice to clients.
- Document client requests.
- Provide timely responses to initial requests for information or assistance as per policy, prioritizing response among multiple requests.
- Resolve problems where the incumbent has the required skills and resources. Forward problems to those who are best suited to solve them based on expertise and resource availability.
- Keep clients informed of the progress toward resolution of their issues.
- Develop the skills (appropriate to the incumbent's USG level) to resolve client issues directly.
- Communicate with clients and peers (within the Faculty and elsewhere) effectively, clearly, and with empathy.
- Provide documentation for both technical and non-technical audiences.
- Record work activity for both internal and client use.

Systems and Applications Management: Support, manage, and improve the Faculty's computing infrastructure and related processes.

- Specify, purchase/acquire, and test computer hardware and software.
- Manage the hardware lifecycle, from provisioning and deployment through decommissioning.
- Specify, test, and deploy systems and application software on a variety of platforms, including servers, desktop, and laboratory systems.
- Manage large and complex computing environments.
- Manage and maintain critical network services in support of the Faculty's operations.
- Document systems, processes, and procedures.
- Diagnose and resolve system and application problems, monitor system and application performance.

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Services Development: Design and development of new technical services and procedures in support of the Faculty's mission.

- Identify, propose, and acquire or develop applications and technological solutions to support the Faculty's academic and research missions, and administrative services.
- Manage technical projects using best practices to achieve successful outcomes.
- Recommend enhancements and improvements to systems and processes; provide guidance on technological evolution.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- A university degree in a computing discipline together with relevant experience, or an equivalent combination of education and experience.

Experience

- The IT Specialist is expected to develop competencies to at least the USG 11 level over the course of his or her career. Strong client service skills and demonstrated ability to work as part of a team. Ability to learn quickly and adapt to change. Ability to apply abstract thinking to solve complex problems. Able to work with minimal supervision. Good organizational, time management, and communication skills

Knowledge/Skills/Abilities

- The IT Specialist is expected to develop system administration skills for at least one of Windows, Mac OS, or Unix based systems, or equivalent skills in software development or systems support, with demonstrated potential to gain expertise in other areas. Familiar with software, systems, and component level hardware aspects of supporting changing environments. Demonstrated front-line support skills.
- Must be able to use verbal and written communication effectively with audiences of a wide range of levels of technical knowledge and understanding.
- Capable of dealing with people experiencing high levels of stress.

Nature and Scope

- **Contacts:** Significant relationships include other members of MFCF; IT staff across the University in individual and group contexts; staff, faculty, students, and visitors associated with the Faculty; technology specialists at other institutions and organizations; and technology vendors.
- **Level of Responsibility:** Level of responsibility increases with skill and experience. See Career Path Matrix
- **Decision-Making Authority:** Make recommendations to management on the entire lifecycle (development, purchase, repair, replacement and decommissioning) of hardware and software. May decide when and how to affect the working environments of clients throughout the Faculty.
- **Physical and Sensory Demands:** Depending on specific responsibilities and Faculty needs, there may be a need to lift and manipulate computing equipment, typically workstation class equipment up to 20 kg but occasionally servers and large printers. Occasional exposure to hardware located in machine rooms.

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- **Working Environment:** Most work takes place in private offices in front of a computer workstation. Travel to staff and faculty offices and computing labs in the Faculty is regularly required. Hours of work are similar to standard office hours, with some flexibility in scheduling and the occasional requirement for work to be done outside of office hours due to special events, emergency situations, or to minimize disruption to clients. The position requires balancing competing demands of short and long term projects, periodic interruptions when engaged in focused work, and the awareness that any errors may damage large numbers of computing systems and/or affect the ability of clients and peers throughout the Faculty and in some cases the entire University to accomplish their jobs.