

Job Description

Job Title:	Supervisor, Technology Integrated Services
Department:	Information Systems and Technology
Reports To:	Manager, Technology Integrated Services
Jobs Reporting:	IST Network Technicians; Network Support Specialists
Salary Grade:	USG 11
Effective Date:	May 2017

Primary Purpose

Supervises the people, technology, and processes that provide service to the university, within the supervisor's unit and area of expertise, as well as actively participating in that service. The supervisor will be required to coordinate and align with other units both within TIS, IST and the campus at large in the implementation of projects not specific to the supervisor's area of expertise.

The functional area for the supervisor role is one of: physical security, cabling

Key Accountabilities

Supervision of staff

- Recruitment and hiring of staff
- Assigning work to staff and ensuring policies, procedures, timelines, and job quality are followed/met
- Staff development through training recommendations and guidance
- Document procedures and guidelines in the groups designated location
- Monitor quality of work and progress of tasks assigned by IST to outside contractors
- Monitor and participate in the on-call rotation for the functional area group
- Promote and protect the health, safety and environment for reporting staff
- Stay current on industry standards/laws/procedures for health and safety and ensure staff are aware of the safety measures required with jobs they are assigned

Expert level technician

- Must work on tickets/projects as assigned by the department and from the relevant job queues
- Must be able to advise staff on how to overcome issues encountered in the function of the job
- Must be able to troubleshoot the issues found during installation, maintenance, and software utilization
- Must work closely with other departments to complete tasks

Project planning and management

- Create and update specifications (for the supervisors functional area) for new construction or renovation
- Project management for campus-wide projects: Develop proposals, cost estimates, and work schedules for projects

Long term and strategic planning

- Provide recommendations to manager on products that should be investigated, implemented, removed
- Work with the manager to create and implement standards for software/hardware configuration, deployment, and operation
- Provide recommendations to manager on how to align the groups tasks with the university's and IST's strategic plans

Job Description

- Provide recommendations to manager on how to improve services provided by the group
- Informs manager on the industry direction
- Provide advice to constituency units (faculties, departments, etc.) with regards to the supervisors functional area

**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

- University or college degree in related field or equivalent education and experience
- Industry standard certifications for the functional area preferred

Experience

- A minimum of 3 years' experience in the functional area in a senior network technician role
- Supervisory experience preferred

Knowledge/Skills/Abilities

- Expert level in design, installation and support for the assigned functional area (physical security or cabling)
- Project management
- Must be able to document and define procedures
- Must have excellent customer service skills
- Valid G driver's license an asset

Nature and Scope

- **Contacts:** communicate with the entire campus and approved external vendors
- **Level of Responsibility:** staff management, coaching of staff, performing expert level technician work
- **Decision-Making Authority:** decisions on operations, product recommendations, minor problems
- **Physical and Sensory Demands:** lifting, carrying (up-to 50lbs), sitting at a desk, ladder work
- **Working Environment:** entire campus for installation (inside and outside); office based for the rest