

Job Description

| | |
|------------------------|--|
| Job Title: | Computer Systems Support Specialist |
| Department: | School of Optometry and Vision Science |
| Reports To: | Manager, Computer Systems and Support |
| Jobs Reporting: | None |
| Salary Grade: | 8/9 |
| Effective Date: | June 2017 |

Primary Purpose

The incumbent will provide IT support to the School of Optometry and Vision Science and associated units and projects.

Key Accountabilities

List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.

IT Service desk support

- Assist walk-in, telephone and email users with a variety of problems. Provide assistance and advice.
- Manage and respond to support tickets as required.

Workstation support/administration

- Setup, configure and secure new workstations for both standard and custom configurations
- Install and distribute software packages, monitor software updates and licensing
- Ensure security through update management, malware protection, user education, respond to security incidents as required, manage user access levels

Systems administration

- Electronic medical records (EMR)
 - Administer user accounts and access controls
 - Configure application settings
 - Install and configure workstations
 - Liaise with the software vendor to resolve problems
 - Develop reports and templates as needed
- Electronic Student Evaluation System (ESES)
 - Manage access for student, staff and supervisor users
 - Carry out regular maintenance such as preparing new terms
 - Prepare data extracts
 - Make application programming changes
- Windows file and print servers
- Waterloo LEARN
- MS Systems Centre Configuration Manager (SCCM)
- Active Directory
- SharePoint
- School and research Linux servers

User training

- Provides training for all new users of the clinic's Electronic Medical Records and management system
- Provides training for the Electronic Student Evaluation System
- Communicates changes and updates to the IT environment to end-users
- Other training as required, for groups and one-on-one

Job Description



Hardware and Networking Support

- Configure a variety of devices for the campus TCP/IP network.
- Support end-user connections to the campus wireless network
- Diagnose and repair issues with computers, mobile devices and peripherals, arrange for outside repair as needed.
- Manage and configure a variety of medical imaging equipment
- Advise users on equipment purchases, maintain inventory of spare parts and supplies
- Provide large-format poster printing service.

Required Qualifications

If hiring today, what would be the required education, experience, knowledge, skills and abilities?

Education

- Post-secondary education in a computing discipline together with at least 3 years relevant experience, or an equivalent combination of education and experience.

Experience

- Creativity and strong analytical and problem-solving skills
- Excellent communication and interpersonal skills, both oral and written
- A strong commitment to high quality customer service
- Demonstrated ability to interact and collaborate with all staff in a respectful and sensitive manner
- Demonstrated ability to work effectively and efficiently without direct supervision and to work well in a team-based environment

Knowledge/Skills/Abilities

- Windows workstation deployment and administration
- Familiarity with PC hardware repair and troubleshooting
- Mac OS X workstation support
- Linux server support
- Windows server administration
- Windows Active Directory administration
- Software deployment/updates via MS System Centre Configuration Manager
- Network device support, configuration, troubleshooting
- Expert MS-Office knowledge, including Access application support
- Provides end-user application classroom training
- Administration/development of SharePoint and WCMS websites
- Light programming and scripting ability, ie PHP, JS, Powershell
- Familiarity with database administration, report development
- Demonstrated ability to self-learn new skills, systems, applications
- Audio-visual equipment support, including projectors, PA systems, video cameras, etc.

Nature and Scope

- **Contacts:** The position consults with the Manager, Systems Support, the second Systems Support Specialist, the School Administrator, clinic management, and the managers of the School's research centres, WLRC personnel, with Science Computing and with a number of support contacts in IST.
- **Level of Responsibility:** Accountable for assisting faculty, staff and students with IT related hardware, OS and software issues and maintaining these systems for optimum performance and minimal downtime; advises manager on best practices, system updates and replacement schedules. The incumbent will work with confidential medical records and student information.
- **Decision-Making Authority:** Makes decisions regarding resolution of end-user problems, deployment of computing resources, best management of own time. Escalate issues to the manager or other staff as needed.
- **Physical and Sensory Demands:** The job is mainly desk based, but may require occasional heavy lifting, working with hand tools, working in confined and noisy spaces, and working with delicate ophthalmic equipment.

Job Description



-
- **Working Environment:** The job is mainly office based, and requires frequent visits to end users throughout the Optometry building and occasional travel to the Health Sciences Campus in Kitchener. There will be some work in server rooms and network closets. The incumbent may be called upon to work outside of regular working hours in special circumstances. Will be called on to provide AV support for occasional special events and meetings.