Job Description

**Job Title:** Technical/Web Specialist and Administrative Coordinator  
**Department:** Statistics and Actuarial Science  
**Reports To:** Administrative Officer  
**Jobs Reporting:** None  
**Salary Grade:** USG 6  
**Effective Date:** January 2018

**Primary Purpose**  
The Technical/Web Specialist and Administrative Coordinator is responsible for providing day to day administration and maintenance of the Department’s main public web site and internal web site including research sites adhering to the university’s web strategy and policies. The incumbent is also responsible for maintaining the structure and user permissions on the Department’s SharePoint Site, and is the first point of contact for department members requiring technical assistance and is the primary liaison with MFCF. As an Administrative Coordinator, the staff member is responsible for providing general administrative teaching support to the Department and its faculty members according to established policies and procedures and according to the established annual calendar of events. The incumbent receives direction from the Administrative Officer and works closely with the Assistant to the Chair and the Undergraduate and Graduate Coordinators.

**Key Accountabilities**

<table>
<thead>
<tr>
<th>Management of Department Web Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>• In consultation with the Administrative Officer establishes the direction and priority of all web design projects</td>
</tr>
<tr>
<td>• In accordance with Faculty guidelines/templates and University protocol, oversees website structure, content updates, and coordination of all web pages including: strategic planning, creating and implementing content design, navigation, user interface and functionality</td>
</tr>
<tr>
<td>• Regularly solicits information from faculty and staff members to maintain an up to date list of events and news items</td>
</tr>
<tr>
<td>• Co-Chairs the Department Web and Communications Committee</td>
</tr>
<tr>
<td>• Advises and acts as a resource on matters relating to web development, within the department and for other units</td>
</tr>
<tr>
<td>• Handles web inquiries internally and externally on behalf of the department</td>
</tr>
<tr>
<td>• Creates new sites and content, bringing innovative ideas and solutions to the sites</td>
</tr>
<tr>
<td>• Demonstrates expertise on accessibility standards and W3C web development</td>
</tr>
<tr>
<td>• Keeps up-to-date on web technologies and software with continued on-campus training, self-learning, and in keeping apprised of current trends within the global web design community</td>
</tr>
<tr>
<td>• Manages departmental SharePoint site and web related electronic voting for department meetings.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Technical Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Troubleshoots and reports technical issues affecting all department photocopiers, printers, data projectors and scanners</td>
</tr>
<tr>
<td>• First point of contact for Faculty and Staff regarding IT issues; acts as liaison between the department and MFCF insuring RT’s with sufficient documentation are submitted and followed up in a timely manner</td>
</tr>
</tbody>
</table>
Job Description

- Acts as liaison for video conferencing equipment usage for conference calling and teaching purposes
- Responsible for maintaining adequate level of IT supplies on hand (various peripherals)
- Provides training and service for departmental a/v equipment as required
- Monitors the department printers and photocopiers, including but not limited to, ordering, distribution, and installation of paper and toner.

**Academic Support**
- In collaboration with the Undergraduate Coordinator, provides support to the scheduling rep and faculty by scheduling midterm rooms, test/exam marking spaces, and termly TA office hours
- Creates and maintains the teaching preferences forms used each term by associate chairs and scheduling rep, as well as helping spot conflicts between midterms and courses
- Provides technical assistance to research faculty in the preparation of technical research papers, books and slides for research presentations using Latex
- Provides support to the Actuarial Science group in the collection and mailing of exam materials to the Society of Actuaries, Canadian Institute of Actuaries
- Provides technical assistance to teaching faculty, visitors, sessionals, and teaching assistants, including but not limited to, entry, formatting, and scanning of assignments, exams, and course notes
- Manages textbook ordering and course note production for teaching faculty members and sessionals.
- Assist the Chair’s assistant with travel arrangements during the faculty recruitment process

**Faculty Document Reporting**
- Co-ordinates and assists in the preparation and collection of faculty annual activity reporting documents and updates the departmental web site with relevant information
- Co-ordinates the dissemination and collection of student evaluation materials for teaching faculty
- Co-ordinates documentation required for Purchase Card transactions as required by Finance.
- Collect and Maintain record of department course syllabus

**General Administrative Support**
- Assist with both small-scale and large-scale events which may include the design of invitations, registration monitoring, arranging food services, set-up of facilities, greeting guests, etc.
- Organize meetings, workshops seminar, colloquia, including bookings, preparing advertisements, audio-visual equipment and ordering refreshments
- Maintains key and FOB control systems for the M3 building
- Orders all general departmental and special order supplies
- Ensures that the SAS Lounge is maintained in good order
- Provides back-up support for reception and other staff members as required
- Handles general department telephone inquiries and undergraduate inquiries and re-directs individuals appropriately within the department and University
- Manages mailroom facilities and distributes incoming mail, including but not limited to, courier packages, teaching materials, and hard and soft copies of postings from internal and external parties

**Required Qualifications**

**Education**
- Completion of a post-secondary diploma in a related field, Bachelor’s degree preferred.
- A combination of equivalent education and/or experience will be considered.

**Experience**
Job Description

- Demonstrated experience providing tier one technical support including troubleshooting various technologies in an office work environment
- Demonstrated experience providing administrative support in an academic environment preferred
- Previous work experience in a web application/designer role considered an asset.

**Knowledge/Skills/Abilities**

- Proficiency in Latex, Microsoft Office Applications, DRUPAL and Google analytics, basic to intermediate HTML, Photoshop. SharePoint Administration. Knowledge of other web applications an asset and a willingness to learn new software as required.
- Demonstrated ability to:
  - Set priorities, manage a high work demand and conflicting priorities, and meet deadlines
  - Work independently with minimal supervision
  - Communicate ideas and/or information effectively to others verbally and in writing
  - Use reason and judgement to make effective decisions and develop solutions to problems
- Excellent interpersonal, technical, organizational and communication (written and oral) skills.

**Nature and Scope**

- **Contacts:** Position requires communication with internal contacts to obtain, clarify and discuss information, and to receive instructions. Contact groups and individuals include, but are not limited to: All faculty, staff, visitors, and sessionals in the Department Other Mathematics departments/school staff Mathematics Undergraduate Office TRACE Central Stores Food Services and Food Services Outlets Key Control MediaDoc, Creative Services MFCF, IST C&D, MC Position requires communication with a primary external groups to obtain, clarify and discuss information, including but not limited to: Undergraduate enquiries Businesses for office supplies and equipment Life Touch Catering companies
- **Level of Responsibility:** The job has a mix of defined and routine tasks where the incumbent receives specific guidance as well as specialized work with minimal supervision where the individual provides guidance to others.
- **Decision-Making Authority:** Moderate decision-making authority. Some examples of decision-making include: decisions on priorities given multiple deadlines and demands, decisions on troubleshooting techniques and contacts, decisions on web design
- **Physical and Sensory Demands:** Minimal demands typical of an administrative position within an office environment
- **Working Environment:** Regular working hours. Occasional evening work on average 4 days/year. Minimal risks. May experience exposure to somewhat disagreeable situations typical of a position that deals with a variety of undergraduate students and faculty members.