Job Description

UNIVERSITY OF WATERLOO

Job Title:	Information Technology Specialist
Department:	School of Accounting and Finance
Reports To:	Associate Director, Student Experience
Jobs Reporting:	None
Salary Grade:	USG 9
Effective Date:	October 2019

Primary Purpose

Reporting to the Associate Director, Student Experience, the Information Technology Specialist (IT Specialist) is responsible for the provision and support of all information technology and related computing systems in the School of Accounting and Finance. Responsibilities include maintenance, updates and configuration of computing environments and supporting infrastructure enabling and improving outcomes for teaching, research, and administrative computing in the School.

Key Accountabilities

Provide Client Support Service for Computing and Related Technologies
- Responds to initial requests for information or assistance, prioritizing response among multiple requests
- Works with clients to understand and resolve their computing and related technology issues
- Resolves problems where the incumbent has the required skills and resources. Forwards problems to those who are best suited to solve them based on expertise and resources availability
- Keeps clients informed of the progress toward resolution of their issues.
- Communicates with clients and peers (within the department and elsewhere) effectively, clearly, and with empathy
- Provides documentation for both technical and non-technical audiences
- Records work activity for both internal and client use

Systems and Applications Management
- Specifies, recommends purchase, and tests computer hardware and software
- Manages the hardware lifecycle, from provisioning and deployment through decommissioning
- Specifies, tests, and deploys systems and application software on a variety of platforms, including servers, desktop, and laboratory systems
- Manages large and complex computing environments
- Manages and maintains network services in support of the School's operations
- Documents systems, processes, and procedures
- Diagnoses and resolves system and application problems, monitor system and application performance

Solve a wide range of problems creatively and effectively.
- Employs general principles to understand and solve problems

- Applies experience and judgement to explore possibilities, recognizing preferred approaches and solutions. Identify circumstances when standard approaches to problem solving are practical as well as those requiring creative thinking and ingenuity
- Uses a disciplined approach to all aspects of problem resolution
- Adopts an abstract approach to problem solutions, to be able to choose and create general, scalable, standards-based solution to problems where possible
- Seeks solutions which can be applied to benefit large client bases, extending to the faculty and the campus where applicable

Builds and Maintains Strong Interpersonal Relationships
- Demonstrates skills in understanding and dealing with diverse client and co-worker needs. Assists team members with overcoming obstacles and act as an effective liaison
- Actively seeks information about the underlying needs of a client, beyond those expressed and matches these to standard or customized products, services or other support activities
- Interacts with external vendors and service agencies as needed. Reports problems involving external agents to the appropriate manager, organization or group

Obtain and maintain technical knowledge
- Through practical experience and professional development, keeps abreast of current computing-related technology as it relates to currently used system configurations, technology and applications used within the University, and potential acquisitions related to client needs

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 with relevant experience, or equivalent combination of education and experience

Experience
- 2-3 years of progressive experience supporting a computing environment
- Proven knowledge of IST methodologies, processes and practices

Knowledge/Skills/Abilities
- System administration skills for at least Windows based system, or equivalent skills in software development or systems support, with demonstrated potential to gain expertise in other areas
- Strong analytical and problem-solving skills that rely on a structured approach with the ability to learn new concepts/processes
- Effective planning and organizational skills with the ability to adapt to change and perform under pressure
- A continuous improvement mindset and an exceptional customer service focus are critical for success along with exceptionally strong detail and problem-solving skills
- Strong Client service skills and demonstrated ability to work as part of a team
- Ability to apply abstract thinking, theories, and logic to analyze and evaluate solutions, and non-routine problems

- Ability to work with minimal supervision
- Good organization and time management skills
- Ability to learn quickly and adapt to change

Nature and Scope

- **Contacts:** Must be able to use verbal and written communications effectively with audiences of a wide range of levels of technical knowledge and understanding. Capable of dealing with people experiencing high levels of stress. Significant relationships include other members of the department; IT staff across the University in individual and group contexts; staff, faculty, students, visitors associated with the School of Accounting and Finance; technology specialists at other institutions and organizations; and technology vendors.
- **Level of Responsibility:** Under the direction of the Associate Director, Student Experience, this position is responsible for supporting the computing and technical infrastructure while participating in projects, systems design and system analysis
- **Decision-Making Authority:** Responsible for developing recommendations for review by the Associate Director, Student Experience to ensure that the School of Accounting and Finance is delivering maximum effectiveness aligned with stakeholder and overall school needs.
- **Physical and Sensory Demands**: Depending on specific responsibilities and school 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.
- **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 School 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 for emergency situations or to minimize disruptions to clients. The position requires balancing of competing demands of short and long-term projects, periodic interruptions when engaged in focused work, and the awareness that any errors may damage large number of computing systems and/or affect the ability of clients and peers throughout the School and in some cases the entire University to accomplish their jobs.