

Job Description

Job Title:	Client Support Specialist
Department:	School of Architecture
Reports To:	Manager, Architecture Computing and Media
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	January 2021

Primary Purpose

The Client Support Specialist provides a wide range of direct services and support to faculty, staff and students in their use of the electronic workspace at the School of Architecture. The Client Support Specialist is responsible for providing services, support, consulting, training and communication services to clients (students, staff, and faculty) at the School of Architecture. Services include troubleshooting client computer issues, providing instruction and training for school services (printing, wireless access, shared resources, and information systems) and maintaining school computing equipment (student computer lab, multifunction printer/copier/scanners, large format plotters).

Key Accountabilities

Client Service

- Acts as a resource to students, staff and faculty to understand and resolve computing and technology related issues; including but not limited to hardware and software support
- Prioritize and provide timely requests for technical support and troubleshooting;
- Assist students, faculty, staff and guests of the School with any University of Waterloo Systems account issues eg. Watlam, Workday, Quest, Learn, Email
- Work with the Computing and Media Manager to deploy, maintain or replace computer workstations for staff in the School of Architecture and Musagetes Library;
- Support faculty with technical teaching needs and resources;
- First point of contact for technical support for meetings, co-op interviews, conference calls etc.
- Establish and maintain all School email listservs and ensure lists are up to date each term; provide shared drive access to faculty and staff

Network and Systems Support

- Provide technical support including hardware/software installation, operations and upgrades to systems and infrastructure components which support the School of Architecture daily operating functions;
- Apply appropriate patches and upgrades;
- Install software packages in student computing labs, ensuring all software licenses and applications are up-to-date;
- Act as liaison with Computer Engineering/IST/WatCard Office for Waterloo account and printing account and set up;
- Request and administer alarm access codes; ensure the key and alarm access lists are up-to-date and codes are de-activated when necessary

IT Equipment Support

- Maintain IT equipment for classroom teaching needs;

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- Maintains inventory of School classroom technology, computer equipment, staff workstations and associated software licenses
- Monitor all School of Architecture printers, photocopiers, scanners and large scale plotters – arranging appropriate printing accounts as well as service repairs as required
- Ensures technical support of computer equipment, specialized fabrication equipment and associated software platforms; prioritize support to reduce downtime;
- Ensure all computing labs and computing workstations are maintained and in working order;

Other Duties

- Participation in School and campus committees and events as required;
- Act as back up for the Manager, Computing and Media
- Special projects and duties as assigned by the Manager, Architecture Computing and Media or Administrative Officer.

**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

- IT or computing related degree, or equivalent certification(s) education and experience.

Experience

- 2+ years of practical experience maintaining, installing and troubleshooting computers and associated peripherals
- Previous experience in an IT service role preferred
- Demonstrated experience working in a client support/service with a focus on customer service

Knowledge/Skills/Abilities

- Strong written and oral communication skills are essential
- Ability to prioritize and operate with a sense of urgency
- Proven capacity to manage competing priorities in a high-volume environment
- Attention to detail and accuracy are essential
- Genuine interest in enhancing and improving customer service
- Strong interpersonal skills with the ability to interact in a positive and supportive manner with team members, faculty and students
- Equally comfortable providing customer support via email, phone or in person
- Proficient knowledge of desktop computer hardware and software
- Technical knowledge of Linux, Unix Servers, MacOS Server, Windows Server and general server knowledge
- Ability to use programming languages to automate tasks: PERL, Python, Java, JavaScript, PowerShell
- Knowledge of University of Waterloo systems and an understanding of virtualized environments, VMWare, VirtualBox etc. considered an asset

Nature and Scope

- **Contacts:** The Client Support Specialist will work collaboratively with team members or work with individual staff, faculty and students to resolve issues. Where appropriate, they will work with departments outside of the School of Architecture including IST, Engineering Computing, Co-op etc.

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They will work with external suppliers (eg. Hardware/software suppliers) and service support technicians.

- **Level of Responsibility:** The Client Support Specialist is responsible for delivering front line support and service to School of Architecture clients (students, faculty, and staff). They will collaborate with and escalate any issues to the Manager.
- **Decision-Making Authority:** Consults with clients to make the best support/repair decisions for the individual's needs, escalates any issues as required. Implements and administers network systems support with direction from the Manager, Architecture Computing & Media.
- **Physical and Sensory Demands:** Periodic lifting and carrying of heavy, bulky computer equipment: PCs, displays, printers, and supply store inventory. The Computing Specialist must be able to deal with the pressure of multiple, concurrent demands for service in a fast-paced environment.
- **Working Environment:** Mostly working in an office environment. Some on-going background noise from printers/plotters and other equipment and other team members in the office. Often dealing with clients in need of immediate resolution for computing issues, which can elevate the stress level.