Job Description

Job Title:	Information Technology Specialist
Department:	Psychology
Reports To:	Administrative Officer
Jobs Reporting:	None
Salary Grade:	9-13
Effective Date:	July 2016

Primary Purpose

The IT Specialist is responsible for the strategic planning, administration, support and maintenance of all computing systems, the department's network infrastructure and the provision of quality computing services, support and training in the Department of Psychology. A team- based approached is used and each incumbent is expected to take a role in projects, where his/her skills are most appropriate. These responsibilities include the administrative, teaching and research computing environments and the supporting infrastructure.

Key Accountabilities

Technical Client Support

- Document client requests.
- Respond to initial requests for information or assistance within one business day, prioritizing response among multiple requests
- Must be aware of and deal with concerns and issues relating to University of Waterloo Policy 8 – Information Security.
- Work with clients to understand and resolve their computing and related technology issues.
- Advise on the purchasing of computer hardware and software.
- Resolve problems where the incumbent has the required skills and resources. Forward problems to those who are best suited to solve them based on expertise and resource availability.
- Keep clients informed of the progress toward resolution of their issues.
- Develop the skills (appropriate to the incumbent's USG level) to resolve client issues directly.
- Communicate with clients and peers (within the department and elsewhere) effectively, clearly, and with empathy.
- Provide documentation for both technical and non-technical audiences.
- Record work activity for both internal and client use.

Troubleshooting

- Employ general principles to understand and solve problems.
- Apply experience and judgment 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.
- Use a disciplined approach to all aspects of problem resolution.
- Adopt an abstract approach to problem solutions, to be able to choose and create general, scalable, standards-based solutions to problems where possible. Seek solutions which can be applied to benefit large problem areas or client bases.

Other

- Through practical experience and professional development, keep abreast of current computing-related

technology as it relates to currently used system configurations, technology used within the University, and potential acquisitions related to client needs.

- As the incumbent progresses through the career path, develop and strengthen expertise in one or more areas of specialization while broadening knowledge in other areas. Depending on the needs of the department, each IT Specialist in the department possesses at least one and may over the course of their career develop multiple specializations.

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 together with relevant experience, or an equivalent combination of education and experience.

Experience
- Experience with system administration for at least one of Windows, Mac OS, or Unix based systems, or equivalent experience in software development or systems support
- Experience in front line technical support

Knowledge/Skills/Abilities

- Familiar with software, systems, and component level hardware aspects of supporting changing environments.
- Knowledgeable with respect to integrating specialized equipment to computing systems and be aware of unique data collection considerations in all areas of Psychology related research.
- Must be able to use verbal and written communication effectively with diverse audiences of a wide range of levels of technical knowledge and understanding.
- Capable of dealing with people experiencing high levels of stress.

Nature and Scope
- **Contacts:** Significant relationships include other members of the department; IT staff across the University in individual and group contexts; staff, faculty, students, and visitors associated with the department; technology specialists at other institutions and organizations; and technology vendors.
- **Level of Responsibility:** Level of responsibility increases with skill and experience. See Career Path Matrix.
- **Decision-Making Authority:** Make recommendations to management on the purchase, repair, and replacement of hardware and software. May decide when and how to affect the working environments of clients including experimental design and software development recommendation and implementation throughout the Department.
- **Physical and Sensory Demands**: Depending on specific responsibilities and department 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, student, visitor and faculty offices and labs in the department 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 disruption to clients. The position requires balancing competing demands of short and long term projects, periodic interruptions when engaged in focused work, and the awareness that any errors may damage large numbers of computing systems and/or affect the ability of clients and peers throughout the department to accomplish their jobs