

Job Description

Job Title:	Technical & Project Support Specialist
Department:	School of Pharmacy
Reports To:	IT Manager
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	August 8, 2016

Primary Purpose

The Technical & Project Support Specialist has a direct report to the IT Manager and an administrative report to the Administrative Officer. Under the direction of the IT Manager, the Technical & Project Support Specialist works to ensure the smooth operation of Pharmacy IT systems and provides technical support on special projects. The Specialist provides a wide range of information technology services and direct support to the faculty, staff and students in their administration, teaching and research activities. This includes the timely maintenance and support of computer, web and audio-visual equipment, and technical support, consultation and training. The incumbent will fill in, where necessary, for the IT Manager during vacations and absences.

Key Accountabilities

Technical

- Performs full life-cycle maintenance (from deployment to support to decommissioning) for workstations and other key computing equipment; this requires Administrator privilege on all workstations.
- Provides troubleshooting, setup, training and support to staff, faculty, graduate & undergraduate students, and external contacts on the use of computer and audio-visual equipment in teaching and meeting rooms.
- Maintains and updates Pharmacy digital signage including graphic layouts, video, text, and manages external live feeds.
- Uploads videos to cloud services for evaluation for instructors.
- Liaises with manufacturers to diagnose and repair computer and audio-visual equipment under warranty.
- Works with the Research Technician, Scientific & Technical Resources re: consulting, deployment and repair of computer equipment in the Core Facility.
- Trouble shoots system problems.
- Proficient in the common computer systems and software packages used within the School of Pharmacy.
- Provides technical and logistical support for a variety of special projects including testing, evaluation, and implementation tasks
- Special Projects, as determined by the IT Manager

Client Service

- Provides comprehensive support for desktop and application issues for faculty and staff.
- Responds to direct support inquiries in a timely manner to diagnose, clarify, and resolve issues according to the Service Level Agreement. Requests for support can come from the School's online RT request system, telephone calls, email and personal requests for assistance.
- Identifies, researches, and resolves technical problems; follows through on the resolution of problems that have been escalated due to the need for additional expertise.

Required Qualifications

Education

- A university degree or college diploma in a computing discipline together with relevant experience, or an equivalent combination of education and/or experience.

Experience

- Extensive technical support and desktop support experience (3+ years) with Windows 7-10, Office, Exchange, Web editing, hardware diagnostics and repair, phone and in-person troubleshooting, video conferencing, media server and video editing
- Experience with Sharepoint, ExamSoft and Remote Desktop an asset; database management systems experience preferred

Knowledge/Skills/Abilities

- Strong understanding of end-user requirements for web and enterprise solutions across different platforms and browsers
- Excellent interpersonal skills with an emphasis on the ability to provide training and “workarounds” to common technical problems in a way that end users can understand and embrace (i.e., provide technical solutions using non-technical, easy to understand language)
- Intermediate level skills with MS Office suite
- Must have willingness and ability to learn new computing technologies

Nature and Scope

- **Contacts:** Internally, the incumbent communicates with staff, faculty, campus IT and others in technical support roles in order to provide support and troubleshooting of Pharmacy systems. This position has contact externally with system vendors, members of the campus community and the public.
- **Level of Responsibility:** The Technical & Project Support Specialist performs no direct supervision of others. The incumbent will use best judgment and skill to ensure the smooth operation of the Pharmacy systems. While the ultimate responsibility for the operation of the School’s IT systems rests with the Pharmacy IT Manager, the IT Support Specialist plays a key role in the day-to-day operation of the department and its staff and faculty.
- **Decision-Making Authority:** The Technical & Project Support Specialist is expected to be self-directed in executing his/her responsibilities. The role has a mix of defined, specialized, routine, and non-routine tasks and requires good judgement, strong technical skills, the ability to prioritize tasks in juggling and executing these responsibilities. The incumbent will make recommendations to the IT Manager regarding changes to operational procedures, equipment purchases, and other related decisions.
- **Physical and Sensory Demands:** Periodic lifting and carrying of heavy, bulky computer equipment: PCs, displays, printers, etc.
- **Working Environment:** Minimal exposure to disagreeable conditions. There can be a lack of control over the work pace due to irregular and/or high volumes of work and multiple and/or tight, unalterable deadlines, and frequent interruptions. Due to the nature of the work, the incumbent deals with an unpredictable workload and regularly interacts with various staff members and business units simultaneously and in quick succession. There can be strict deadline pressures to restore critical business tools and hardware and potential for multiple, sometimes competing priorities and frequent interruptions. Thoroughness, accuracy, and attention to detail are required. Some evening/weekend work required.