

Job Description

Job Title:	Research Computer Support Specialist
Department:	Office of Research
Reports To:	Manager, Research Information Systems
Jobs Reporting:	None
Salary Grade:	USG 8
Effective Date:	June 2018

Primary Purpose

As a member of the Office of Research (OR) Information Systems team which is responsible for providing a broad range of day-to-day computing support to ensure the effective operation of the OR information systems and business processes, this role contributes to the realization of institutional and departmental goals by assisting with the operation and maintenance of the technology systems that support the administration of sponsored research funding applications and grants management, research ethics compliance review and certification, and the processes related to the protection and commercialization of intellectual property.

Key Accountabilities

Provides departmental computer systems support for a wide range of technical applications and activities

- Responsible for maintaining the ongoing functioning of all departmental computer support, including technical support and advice regarding hardware, software, and computer systems; user account set-up and maintenance; and presentation equipment.
- Solves computer-related problems for OR users, managing and maintaining computer information systems to ensure the smooth daily operation of OR activities.
- Serves as primary departmental liaison with Information Systems & Technology.
- Maintains an accurate inventory and documentation related to departmental software and hardware.
- Completes any assigned projects, with appropriate consideration of resources, and in alignment with agreed-upon objectives and timelines.
- Assists with the development, implementation, maintenance, report writing, and support of the research administration support systems (RASS) as a member of the Information Systems team.
- Contributes to the regular Information Systems team review of operational and functional requirements and practices in order to identify issues and opportunities pertaining to the use of RASS or office systems, reporting on any relevant issues or opportunities encountered during the course of his/her duties.
- Provides computer systems support to facilitate the accurate and efficient completion of any special OR projects, as required.
- Assists with the maintenance of OR websites including consultation about institutional and regulatory accessibility standards.

Collaborates, advises, and consults

- Collaborates with and advises the Information Systems team with respect to computer systems issues.
- Assists and provides backup support for systems administration, as required.

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- Contributes to relevant OR committees, and represents OR on the Web Advisory Council and at other applicable university-wide meetings, as appropriate.
- Develops productive, collegial working relationships with the OR, IST and other on-campus partners, embracing and consistently applying the Basic Principles of the Waterloo workplace.

Maintains an appropriate level of institutional knowledge, job-related expertise, and awareness of industry standards

- Keeps fully informed and knowledgeable about any applicable aspects of Waterloo research policies and processes, applicable computer information systems, and how any changes impact the initiatives for which s/he is responsible.
- Proactively practises a continuous improvement approach by maintaining awareness of Waterloo's Strategic Plan and the Office of Research Strategic Plan.
- Keep abreast of trends, developments, and best practices in technology and computer systems and by researching and recommending the use of new tools, systems, techniques, and approaches that could enhance the achievement of university and departmental goals.
- Investigates and suggests appropriate continuing education opportunities that will benefit OR by expanding his/her job-related expertise.

Required Qualifications

Education

- Bachelor's degree or extensive equivalent experience

Experience

- Computer system support experience, preferably related to a research environment.
- Sound knowledge of leading-edge tools, technologies, and methodologies related to computer and information systems.
- Proven problem-solving skills, with demonstrated ability to analyze and understand complex situations.
- Ability to take initiative, work independently and as part of a team.
- Proven ability to effectively explain technical concepts to users who have varying levels of computer literacy.
- Demonstrated level of competence, discretion, and professionalism appropriate for interacting articulately and persuasively with a wide range of stakeholders.
- Strong organizational skills coupled with the ability to handle multiple tasks and excel in a fast-paced environment with changing priorities.

Knowledge/Skills/Abilities

- Relational databases (Advanced)
- Report-writing tools (Intermediate)
- Access (Intermediate)
- MS Project (Intermediate)
- SharePoint (Intermediate)
- InfoEd, Inteum, Kuali (Would be an asset)
- HTML, CSS, JavaScript (Intermediate)
- MS Word/Excel (Advanced)
- MS PowerPoint (Intermediate)

Nature and Scope

- **Contacts:** Communicates within OR and with other departments and groups to provide effective computer systems support.

- **Level of Responsibility:** As the computer support provider on the Information Systems team, responsible for ensuring the efficient day-to-day operation and maintenance of OR computer systems.
- **Decision-Making Authority:** Routinely makes decisions regarding the most effective means of providing technical support for OR computing systems. Serves as a significant contributor to the ongoing maintenance of OR computing and information systems.
- **Physical and Sensory Demands:** Minimal demands typical of a position operating within an office environment; strain resulting from extended periods of sitting, concentrated use of visual senses, repetitive motion, and prolonged close attention to detail. Some physical activity may be required to move or setup equipment. Ideally able to lift 15 kg.
- **Working Environment:** Exposure to conditions typically associated with support-level responsibilities with short deadlines, changing priorities, and frequent interruptions and distractions; intermittent work outside the normal operating hours of the institution and occasional travel.