

## Job Description

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<b>Job Title:</b>	Information Technology Technician
<b>Department:</b>	Civil and Environmental Engineering
<b>Reports To:</b>	Information Technology Manager
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 6
<b>Effective Date:</b>	July 2020

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### **Primary Purpose**

The IT Technician will be responsible for helping support the computing needs of the Faculty, Staff, Graduate and Undergraduate students in the Department of Civil and Environmental Engineering. This is a customer-focused front-line position where a variety of skills are needed to work within the complex ecosystem of IT solutions that exist on campus. The IT Technician will be the hardware specialist for the IT group, with the primary responsibility of resolving equipment related issues.

### **Key Accountabilities**

#### **IT Equipment Hardware Support**

- Primary point of contact for the physical installation of IT equipment, including but not limited to: desktop and laptop computers, multi-functional printers, servers, network equipment, AV equipment, security systems, UPS units etc.
- Procure IT equipment for teaching, research and administrative use from a standard supplier list
- Maintain IT equipment as required
- Provide asset management services that track equipment lifetime

#### **IT Helpdesk Support**

- Create and assign service requests for team; requests come through various means (online request, email, phone, in person etc)
- Resolve assigned tickets in a timely manner
- Be familiar with all campus IT processes and policies to be able to accurately direct clients to the appropriate group when assistance is required from outside the department

#### **Network Support**

- Primary contact for departmental cabling and networking requirements
- Work in tandem with Engineering Computing and Information Systems and Technology to build and maintain our computer networking equipment
- Ensure that all departmental network documentation and port mapping is accurate and current

#### **Workstation Deployment**

- Work with the IT Specialist to deploy or replace computer workstations within the department
- Assist clients with issues that arise from the deployment and follow up with service tickets
- Maintain systems and recommend changes and upgrades as needed

*\*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**

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<b>Education</b> <ul style="list-style-type: none"><li>• IT related degree, diploma, or equivalent certification(s), education and experience</li></ul>
<b>Experience</b> <ul style="list-style-type: none"><li>• 1+ year(s) of practical experience maintaining, installing and troubleshooting computers and associated peripherals</li><li>• Previous IT Service Desk or Helpdesk experience preferred</li><li>• A proven track record of customer service excellence required</li></ul>
<b>Knowledge/Skills/Abilities</b> <ul style="list-style-type: none"><li>• Strong written and oral communication skills are essential</li><li>• Proficient in the use of Office 365/MS Office suite</li><li>• Ability to prioritize and operate with a sense of urgency</li><li>• Proven capacity to manage competing priorities in a high volume environment</li><li>• Attention to detail and accuracy are essential</li><li>• Genuine interest in enhancing and improving customer service</li><li>• Strong interpersonal skills with the ability to interact in a positive and supportive manner with team members and customers alike</li><li>• Demonstrated ability to diffuse sensitive customer service issues with tact and diplomacy</li><li>• Equally comfortable providing customer support via email, phone or in person</li><li>• Proficient knowledge of desktop computer hardware</li><li>• Experience using an asset management system</li><li>• General server knowledge</li><li>• Ticketing system knowledge</li><li>• Experience using Active Directory to manage computing domains</li><li>• Content Management System knowledge</li></ul>

### Nature and Scope

- **Contacts:** All clients within the Department (Undergrads, Graduate students, Faculty, Staff), IT staff outside the Department in Engineering Computing, Machine Shop, Plant Operations and IST.
- **Level of Responsibility:** Providing technical expertise and direction to Staff and Faculty within the Department.
- **Decision-Making Authority:** Determine when hardware is no longer appropriate for service, and provide recommendations to the IT Manager to proactively replace equipment.
- **Physical and Sensory Demands:** Physical lifting is required, working with hand tools, working in loud (fan noise) server rooms.
- **Working Environment:** Mostly working in an office environment. When required, working on IT equipment in Laboratories wearing appropriate safety gear as required. May be subject to working outside of normal University business hours.