

Job Description

Job Title:	Technical Support Specialist
Department:	Co-operative and Experiential Education
Reports To:	Business Systems Analyst
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	November 2018

Primary Purpose

The Technical Support Specialist will be responsible for providing front line technical support for CEE, its affiliated business units, and its clients. The scope of support offered is highly variable, demanding an incumbent with a high degree of problem solving ability, excellent critical thinking skills, and an innate ability to form constructive relationships with key business contacts in multiple departments. Excellent interpersonal skills are a vital as this role requires a great deal of interaction with staff, students, and employers.

Key Accountabilities

Technical Support for CEE staff, employers, and students

- Provides tier 1 and 2 technical support for staff computers and software, networking infrastructure, mobile devices, and various other forms of technology
- Provides tier 1 and 2 technical support for CEE systems and collaborates closely with Business Systems Analyst to further understand and support said systems
- Works closely with Technical Support co-op student(s) to ensure ticket resolution times are low
- Provides remote assistance to off-campus staff

Project Support

- Occasionally takes the lead on technology-related projects with a strong focus on continuous improvement
- Works closely with the Business Systems Analyst on special projects and other duties as assigned by the Business Systems Analyst

Training and Education

- Assesses technical training requirements of CEE staff
- Develops and delivers training for CEE staff
- Develops documentation of technical processes for internal use and for end users
- Develops and maintains a technical knowledge base for end users
- Provides technical guidance for junior Technical Support Specialists

Communications

- Surveys and assesses client satisfaction and aims to fill gaps in support
- Communicates service outages to CEE staff
- Communicates operational needs and shortcomings to Business Systems Analyst
- Develops and maintains relationships with key contacts in other departments on campus; primarily IST

**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*

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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 <ul style="list-style-type: none">• University degree required, or a suitable combination of post-secondary education and experience
Experience <ul style="list-style-type: none">• 2 years of experience in a technical support role• Proven leadership, interpersonal and communication skills with demonstrated ability to collaborate with technical experts
Knowledge/Skills/Abilities <ul style="list-style-type: none">• Excellent interpersonal skills• Excellent written and verbal communication skills• Exception problem-solving and critical thinking skills• Ability to work independently and with a team• Ability to provide guidance to less-experienced colleagues• Strong time management skills with the ability to focus on multiple projects and operational support simultaneously• Ability to participate in and take a leadership role in projects• General knowledge of computer hardware including desktop and network servers. Awareness of capabilities and limitations of various configurations.• Knowledge of network connectivity, integration and protocols.• Knowledge of the supported electronic desktop operating systems (MacOS, UNIX, MS Windows) and protocols.• Knowledge of the standard electronic desktop applications suite: mailers, web tools, meeting schedulers, word processors, presentation tools, electronic spreadsheets.

Nature and Scope

- **Contacts:** Collaborates with CEE stakeholders and end users to provide technical support, and to gather feedback about technical support.
- **Level of Responsibility:** The Technical Support Specialist is the primary technical contact for CEE. The incumbent ensures the technical support needs of the department are being met, and ensures technical support systems (e.g. RT, hardware inventory, etc.) are maintained effectively.
- **Decision-Making Authority:** The Technical Support Specialist provides recommendations to the Business Systems Analyst and contributes to the development of new processes, policies, and best practices pertaining to the use of technology in CEE.
- **Physical and Sensory Demands:** Requires a high degree of self-discipline, ability to focus, and demonstrates respect for others to meet deadlines, adapt to changing priorities, affect change and achieve results.
- **Working Environment:** Different points of view may arise due to the nature and the complexities of the university business activities, to competing resources, priorities and timelines, and to differences in knowledge, experience, understanding and interpretation. Tolerance for different perspectives along with diplomacy and tact are critical to building a collaborative approach to systems. After hours support expected during evening/weekend in support of core processes.