

Job Description

Job Title:	Software Technical Support Specialist
Department:	Office of Advancement
Reports To:	Associate Director, Systems
Jobs Reporting:	None
Salary Grade:	USG 10
Effective Date:	January 2019

Primary Purpose

The purpose of the Software Technical Support Specialist is to act as a software product champion within the Office of Advancement. They will also provide a range of technical support and consultative services for fundraising, alumni engagement, event management and other business software applications used by Office of Advancement staff, the broader campus advancement community and the university's global alumni and donor community.

Key Accountabilities

Software application technical support, product research and expertise

- Act as product champion to lead use and adoption of current or new software applications/platforms and identify areas for improvement or adoption to maximize return on investment
- Provide technical support and consultation to internal business units and other staff to help with requests, troubleshooting, resolution of software issues, reporting, user assistance and training
- Keep informed on best practice use, feature updates and product roadmap for the software products they are responsible for supporting
- Organize and participate in information sharing meetings with peer institutions, industry groups and campus colleagues, to advance software product knowledge and utility
- Liaise with product vendors to maintain ongoing relationship as well as attend vendor workshops and conferences to advance product knowledge
- Assist with software product configuration, administration and modification using product tools, utilities, content management systems or programming
- Provide recommendations for new products, upgrades and rollout of new features for department software through product research, analysis and personal expertise
- Assist with acquisition of new products, including product reviews, development of Request for Proposals/Information, surveys and peer consultation

Coordination of internal teams, end-users and training

- Coordinate internal product user teams to monitor ongoing use, identify product deficiency and facilitate information sharing
- Setup and coordinate end-user groups within the broader advancement teams to support decentralized use of products
- Survey and liaise with internal teams, end users and other stakeholders to elicit feedback or input regarding platform usage
- Attend project steering committee and operational group meetings to supply feedback and offer input and recommendations for product direction and use
- Perform and/or assist with end user training and development of training materials in conjunction with the Advancement Training Officer

Business analysis and reporting

- Provide consultative and analytical support to department units for business case development, risk assessments, requirements gathering and writing technical documentation for current and future products
- Identify potential project opportunities through sound business analysis to advance the use of current software platforms or acquisition of new technology
- Provide project management support for product upgrades or new product implementation
- Use basic data analysis and performance metrics to inform decisions and recommendations
- Develop and provide ongoing end-user, donor or alumni usage dashboards and/or reports

Other duties

- Participate on other systems or other department projects
- Provide general technical support for departments computing environment as required
- Backup resource to other Systems team members and internal users where appropriate
- Provide direction for Coop students as required
- Other tasks and responsibilities as assigned

**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**

- Completed university degree, college diploma or equivalent combination of education and experience, preferably in information technology, software product management or business analysis

Experience

- 5+ years of experience providing technical support for software applications, web based or mobile platforms in a Windows or cloud environment
- Experience with product research, acquisition and implementation
- Experience programming or working with content management systems to modify software platforms user interfaces and update underlying databases
- Experience conducting business process analysis or change management
- Experience providing end user support and training
- Experience working with or supporting Microsoft Windows, PC hardware and networks
- Proven experience documenting product requirements, specifications, business processes, test results and creating presentations
- Experience working in fund raising, alumni engagement or higher education supporting software platforms would be an asset

Knowledge/Skills/Abilities

- Strong interpersonal, organizational, communication, analytical and problem solving skills, with the ability to handle multiple tasks
- Work in teams or independently, is diplomatic, and excels with client service
- Programming knowledge for basic web page development using HTML, CSS and JavaScript or similar web based languages
- Knowledgeable about SQL databases such as Microsoft SQL server or MS Access
- Strong computer skills within a Microsoft Windows and PC environment

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- Microsoft office products including Word, Excel and PowerPoint
- Knowledge of fund raising, event registration or alumni networking platforms such as Blackbaud's Raisers Edge, CRM, iModules would be an asset

Nature and Scope

- **Contacts:** This position will work collaboratively with Systems team members, individual staff and/or teams within the broader Office of Advancement (i.e. faculties, colleges or departments). As needed, they will also work with individuals or teams outside the department, such as IST, software vendors, to complete tasks or participate on various projects as assigned.
- **Level of Responsibility:** The incumbent is responsible for the technical support and end-user coordination for a variety software platforms used by Advancement. The position is expected to champion the use of these software platforms, make recommendations for changes, lead or participate in implementation of upgrades or improvement projects. The job has specialized technical skills and requires business knowledge of advancement operations in a de-centralized environment. The role requires minimal supervision but is required to report issues or status to the Associate Director, Systems, participate in team oriented meetings and activities.
- **Decision-Making Authority:** The position performs specialized work and is required to make independent decisions regarding completion of tasks within their area scope of expertise, assigned tasks and project related work related to the software platforms supported. Where appropriate, the position will consult and/or defer decisions to their direct manager or appropriate colleagues.
- **Physical and Sensory Demands:** The incumbent will be exposed to possible distractions in an open concept work area. They will need to focus on attention to detail in many of their tasks.
- **Working Environment:** This role is situated in a comfortable office environment with some distractions due to the open concept nature of the office. Some travel to other buildings on campus may be required.