

Job Description

Job Title:	Client Support Specialist
Department:	Waterloo Undergraduate Student Association
Reports To:	Manager, Infrastructure
Jobs Reporting:	None
Salary Grade:	USG 6
Effective Date:	July 2023

Primary Purpose

The Client Support Specialist is a key member of the WUSA team and is responsible for the day-to-day operation of the WUSA's end-user computer infrastructure. The role ensures front-line, first level support for 50+ full-time user computers and over 150 user accounts for part-time staff and standalone devices across the organization. The Client Support Specialist possess technical and software knowledge to provide front-line customer service, technical support, equipment management, Point of Sale support, deployment and maintenance of new workstations and peripherals, software deployment and telecommunications needs for students, guests, and staff of the Waterloo Undergraduate Students Association.

Key Accountabilities

Support user-end computer infrastructure

- Act as the first line of support for the WUSA Help Desk.
- Assume responsibility for printers, user support: assistance and communication
- Take leadership role in the investigation and development of specific client support services
- Perform root cause analysis in complex areas to improve user experience with application software and systems
- Coordinate, assign and follow-up on client-initiated service requests
- Troubleshoot and support various software applications and hardware
- Responsible for Live streaming events

Maintain WUSA end-user infrastructure application

- Prepare, deploy, and support workstations / laptops and virtual desktop images by conducting regular patching and updates, and installing or capturing required software via existing configuration and deployment tools
- Monitor and maintain zero/thin clients and virtual desktop pools
- Maintain file shares, Intranet, and access permissions with the aid of security groups in AD

Collaboration and communication

- Develop knowledge-base articles for the team and for self-service needs for staff
- Curate and track IT assets in an asset management system
- Collaborate with WUSA staff to understand the technology needs and processes of staff and users
- Work as part of a dynamic team to meet WUSA strategies and needs by assisting in special projects, as needed
- Evaluate, select, and participate in technology deployments
- Commit to continuous improvement of oneself, and the team, by staying current in the latest

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technology trends and providing feedback

**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

- Post-secondary education in a related field or the equivalent combination of education, technical certifications or training, and work experience

Experience

- Minimum of 1 years experience working as a desktop administrator required
- Proficient with the PC desktop computing environment with the ability to diagnose problems and correct configuration issues
- Proficient in diagnosing and correcting most OS issues for primary desktop OS
- Proficient using, configuring, and diagnosing problems with all common desktop and office applications
- Foundation-level knowledge of computer hardware and networks required to resolve problems involving the interaction of software, hardware, and networks

Knowledge/Skills/Abilities

- Ability to work effectively and efficiently without direct supervision
- Thorough understanding of Windows
- Experience providing support for Office 365
- Ability to diagnose and resolve common problems with the desktop computing environment, wireless devices and applications
- Must be able to manage multiple (sometimes conflicting priorities and tasks)
- Collaborate with colleagues to determine best approaches to solve complex problems
- Effective interpersonal communications skills are essential, including oral and written, in order to provide consulting assistance and write technical documentation
- Foundation-level presentation skills, with the ability to teach introductory-level skill to staff
- Ability to translate technical concepts into simple language

Nature and Scope

- **Contacts:** Communicate with the entire WUSA, other campus IT departments and approved external vendors
- **Level of Responsibility:** The position is responsible for the day-to-day operations of the end-user computing environment in the WUSA, escalating where necessary to tier 2 support.
- **Decision-Making Authority:** Decisions on operations, product recommendations and minor problems
- **Physical and Sensory Demands:** Lifting, carrying (up-to 50lbs), sitting at a desk, ladder work
- **Working Environment:** Interior of WUSA; office based for the rest. This position will require occasional evening/weekend work and is not suitable for hybrid work.