JOB DESCRIPTION

Dept.: Information & Educational Technology
User Services

Working Title: Systems Support Technologist – Help Desk
(277a)

Date: February 2001

Job Class: 12

PRIMARY FUNCTION:

To provide computer support services to students and employee users of Kwantlen University College systems.

JOB DUTIES AND TASKS:

1. Provide HelpDesk support for software, network, hardware, applications and training to users:
   a. Receive user assistance requests and maintain user call records in a service system database.
   b. Identify, analyze, diagnose and resolve specific systems problems.
   c. Escalate, tract and follow up on unresolved problems.
   d. Follow up with users regarding status of their requests.
   e. Provide information to assist in the evaluation and improvement of the HelpDesk.
   f. Train division staff members in user support procedures.

2. Perform software and hardware support:
   a. Interact with users in a support capacity to satisfy productivity goals and user expectations.
   b. Install, test, troubleshoot, repair and upgrade computer hardware, peripherals and software.
   c. Rebuild, refurbish and upgrade PCs and printers.
   d. Install hardware such as hard drives, cd-roms, sound cards, memory, and printers.
   e. Unpack and set up new PCs and printers.
   f. Diagnose and repair data communication outlets and cables.
   g. Provide advice on the use of Kwantlen University College standard software applications.
   h. Provide advice, assistance and instruction on use of technology.

3. Train clients in use of information technology:
   a. Assess and identify user training needs and refer them to training courses, on-site trainers or professional development opportunities.
   b. Plan, development write, edit and revise training materials and courses concerning Kwantlen University College networking, word processing, e-mail.
   c. Plan, schedule and instruct classes.

4. Install, support and maintain computer labs:
   a. Train and assist students with the operation of hardware and software.
   b. Order supplies and equipment for computer labs.
   c. Assist in the installation and testing of new network server hardware and software.
   d. Assist in the installation and testing of new network applications for use in teaching and open labs.
   e. Assist in the maintenance, monitoring and control of security access to computer labs and network resources.
   f. Assist in the investigation and resolution of LAN hardware and software problems.
   g. Back up LAN servers and maintain log.
   h. Assign, monitor and examine work of assigned workers.

5. Other related duties:
   a. Assist in research projects.
   b. Maintain computer lab security access systems.
   c. Collect, format and distribute system usage reports.
   d. Invigilate exams in computer labs as required.

SUPERVISION RECEIVED:

Reports to Manager, User Services

SUPERVISION/DIRECTION EXERCISED:

Hire, train and provide direction to co-op students and lab assistants; supervise student usage of open labs.

PHYSICAL ASSETS/INFORMATION MANAGEMENT:

Assist in the development of procedures and policies regarding applications and systems throughout the University College; create and maintain procedural documentation for users; create and maintain materials for professional development courses and workshops.

FINANCIAL RESOURCES:

Recommend hardware and software to meet end user requirements; provide input into repair and replacement decisions; requisition supplies for computer labs.

The above statement reflects the general details considered necessary to describe and evaluate the principal functions of the job identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in the job.

EMPLOYER REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

1. Completion of a Computer Systems Technology diploma or equivalent.
2. Minimum of 2 years experience working on a computer support service desk using remote control and basic monitoring systems.
3. Minimum of 2 years experience in identifying, analyzing, diagnosing and resolving complex problems over the phone.
4. Minimum of 2 years experience in using a technology service management system in an ITIL environment.
5. Proven ability to work in a customer focused computer support service center.
6. 3 years experience in providing on-site computer desktop and peripheral support including printers, data projectors, laptops, tablets and smart phones.
7. Proven superior customer service skills.
8. Working knowledge of Exchange, Active Directory and Sharepoint .
9. Thorough knowledge of ITIL incident and request management.
10. Thorough knowledge of Microsoft Windows operating systems.
11. Thorough knowledge of standard desktop applications (including word processing, spreadsheet, communications, databases and desktop video conferencing).
12. Proven ability to quickly grasp new concepts and learn new systems.
13. Demonstrated ability to communicate effectively in English, both verbally and in writing.
14. Proven ability to deal effectively with others and to handle unusual or unexpected situations.
15. Proven ability to work under minimal supervision, under own initiative and as an effective team member.
16. Proven ability to independently organize work to achieve predetermined goals and meet deadlines.
17. Possession of a valid driver's licence and access to a vehicle is required.

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