

POSITION SUMMARY
QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE:	IT Systems Coordinator	
DEPARTMENT:	Geological Sciences & Geological Engineering	
POSITION NUMBER:	00504089	
GRADE:	7	EFFECTIVE DATE: July 19, 2018

JOB SUMMARY:

Reporting to the Department Manager, the incumbent will be responsible for providing a range of technical support to meet the goals of the Geological Sciences & Geological Engineering (GS&GE) department including teaching and research labs, and museum space. The incumbent provides administration and support of servers, storage, technical support to local area networks and workstations and users experiencing computer-related problems with various PC's, printers, software etc. Committed to equity, diversity, and inclusion the incumbent provides advice, support, and service to faculty, staff and students. Research and implement solutions to problems, troubleshoot and streamline processes. Train users on use of applications, software or hardware. Provide purchasing advice and order/configure equipment as required. Perform other technical or administrative duties in support of the department.

KEY RESPONSIBILITIES:

Departmental IT Systems Support:

- Provide technical support for a variety of operating systems, software applications, local area networks and staff workstations. Ensure all software, equipment, systems and network facilities are current and operational.
- Troubleshoot problems with hardware (i.e. servers, workstation and peripherals) and software installations or upgrades.
- Review and assess the Department's computer and technological needs and evaluate and recommend the purchase or rental or upgrade of systems and software.
- Train faculty and staff on use of applications, software or hardware.
- Assist and advise on faculty and student systems within scope of Departmental IT.
- Ensure the security of all information systems through regular monitoring, maintenance and education of faculty, staff and students.
- Help faculty with IT issues related to teaching on an ongoing basis; in particular, dealing with AV teaching related emergencies through backup equipment and setups.
- Support and preparation for technology used in field programs such as computers used at field school.
- Work with other technical staff to ensure core knowledge, system status are known by several individuals. Provide documentation on systems, passwords, and points of contact to the Departmental Manager and IT alternate.
- Collaborate with ITS to maintain departmental server and backup systems.
- Periodically examine AV equipment in departmentally managed teaching spaces for status, maintenance and possible updates. Liaise with ITS for issues arising with AV equipment in centrally managed teaching spaces, as required. Support the implementation and use of AV equipment for Departmental communications such as lobby screens, remote collaboration facilities, and emergent technologies.
- Communicate IT services messaging on IT systems training (e.g. OnQ), updates, upgrades, policies and other information intended for staff, faculty, and where appropriate students.
- Stay current with ongoing issues, processes, and future trends.

- Other duties as required in support of ITS or the department.

Support for Teaching Labs

- Provide technical support to the teaching computing labs by installing, maintaining, and updating software lists, licenses, and applications.
- Train and assist diverse undergraduate and graduate students with software or hardware lab equipment issues, and suggest options on where to get additional external help if needed.
- Perform major software updates and installations, infrastructure maintenance support, purchase, assemble or modify computers as required in consultation with Department Manager, ITS and/or suppliers.
- Provide support for GS&GE labs software and hardware issues in the classroom (e.g. troubleshoot digital camera, monitor, and internet connection of teaching microscopes).
- May be on-call during regular working hours (within reason) for support of issues.
- Work with faculty and teaching assistants to prepare shared teaching labs for the start of term. Provide reasonable notice and advice to faculty on staff in advance to facilitate this process.

Support for Research Labs:

- Provide technical support for a variety of operating systems and software applications.
- Communicate with Research Lab Managers and faculty members to support IT infrastructure in research labs.
- Evaluate IT issues arising from lab facilities (e.g. equipment online security vulnerabilities)
- Liaise with ITS during construction of new facilities and advise on infrastructure and equipment hardware and software requirements.
- When needed, be a resource person with regard to changing technology and available ITS and departmental computational and IT resources for existing and new research labs.
- Provide support to research labs for purchasing of computers or related equipment. This may include lab-specific hardware, software and networking requirements involving consultation with lab managers, company representatives, and ITS.

Support for Museum:

- Provide technical support for digital projector displays and other interactive media in the Departmental Museum, in hallways, and in the building entrances. May assist Museum Curator and Departmental Manager with the setup of new display including recommending equipment, software or assembling of AV equipment.

REQUIRED QUALIFICATIONS:

- Three-year post-secondary program with a concentration in Information Systems, Computer Science, Computer Technology, or a related area is required.
- Significant experience with networked concepts, technologies, principles, and protocols is required.
- Expertise with application servers, establishing and maintaining servers, server and desktop systems, storage-area-networks, and backup systems, directory services, web hosting services, email servers, and other server-based applications is required.
- Demonstrated experience in using and supporting end user software and operating systems (i.e., Windows OS, Linux, etc.) is required.
- Comprehensive knowledge of Active Directory, domain administration, Remote Desktop Protocol, shared file systems, RAID, licensing servers (i.e. FlexLM), Windows NTFS permissions, Rsync, FTP servers, Samba, and PC-Instrument communications is required.
- Sound knowledge of computer systems, platforms and environments. Understanding of how to apply computers in solving problems and how to integrate them into the teaching and office environments. Knowledge of office applications and other applicable programs is an asset.

- Ability to operate, test, upgrade, and decommission all forms of AV and computing equipment. In particular, ability to do PC repair including identifying and replacing failed components is an asset.
- Ability to establish and maintain robust computing systems with multiple log-ins, interfaces with servers and ITS-operated Queen's services, compliance with proper standard of care for information security, and appropriate backup strategies is required.
- Knowledge of university policies, procedures, and information management systems is an asset.
- Promote and support diversity and inclusion in the workplace.
- Consideration will be given to an equivalent combination of education and experience.

SPECIAL SKILLS:

- Interpersonal and communication skills to advise, train and support users with a wide variety of backgrounds and levels of technical familiarity.
- Client-service approach.
- Ability to work individually or as part of a team.
- Clear and concise communication skills in order to produce documentation, directives and technical support materials.
- Ability to stay current with new technology and be aware of upcoming trends, risks, and opportunities in computing technology, IT issues including security and efficiency, new equipment, and general technological developments.
- Organizational and time management skills. Ability to work under strict deadlines, prioritize work and adhere to deadlines.
- Analytical skills to determine problems and communicate solutions to users.
- Leadership skills to guide and advise students, and other users.

DECISION MAKING:

- Decide on type of analysis to perform on data in order to answer specific questions.
- Decide upon information to be drawn from data sets using appropriate statistical analysis.
- Determine the best way to organize/update software and hardware in the department/unit.
- Determine when training is required, decide on its content, and determine the best way to deliver the training to meet the needs of users.
- Determine cause of a user's problem and best method to resolve it.
- Applies appropriate corrective action to resolve a problem in an optimal manner, ensuring problem solution does not cause additional or other issues. Decide when to involve other team members or additional support to resolve issues.
- Assess and recommend acquisition of new software or hardware as changes in department's priorities and needs dictate. Decide how to implement new technologies with minimal disruption to workflow.
- Assesses and adjust own priorities based on daily operational requirements, unit goals for resolution times and/or impact to customer experience.
- Allocate time, resources, and workload as appropriate within the department/unit.
- Determine how existing computer resources can be best applied to solve a given problem or satisfy user requirements.

RESEARCH ASSESSMENT QUESTIONS:
(must be completed)

YES NO

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| 1. Is this position technical in nature in a teaching or research lab or lab-related area? | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 2. Does this position support a research project?
If yes, indicate name of the project: | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| 3. Does this position report directly to a Principal Investigator (PI)?
If yes, indicate name of the PI: | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

SIGNATURES:

Date

_____	_____
Incumbent	
_____	_____
Manager	
_____	_____
Department Head/Director or Designate	