

**QUEEN'S UNIVERSITY SUPPORT STAFF  
POSITION SUMMARY**

**DEPARTMENT:** Information Technology Services

**POSITION NUMBER:** 00121386

**INCUMBENT:**

**TITLE:** Technical Specialist

**GRADE:** 8

**JOB SUMMARY:**

Reporting to the Coordinator, Middleware Systems, in cooperation with a project team and/or business unit representative, coordinates and performs the installation, development, configuration and support of identity management, access control, and other enterprise software.

**KEY RESPONSIBILITIES:**

- Coordinate and perform the installation, development, configuration and support of identity management, access control, and other enterprise software.
- Work with clients to determine and implement appropriate system and software configurations to meet the needs of the university departments.
- Assist in establishing project schedules, ensures assigned projects follow schedule and informs management of any slippages.
- Participate in application design meetings, preparing requirements and design specifications.
- Design, code, test and debug software programs, applications and integration solutions. Analyse and revise existing system logic difficulties as necessary, modify procedures and document all program changes.
- Maintain a high degree of technical knowledge in the use Middleware systems, software applications, computer networking, and other aspects of information technology.
- Provide technical support and consultation to units or department that will integrate with the Middleware environment.
- Assist with the identification and resolution of complex design and maintenance problems.
- Work with representatives from other areas when applications cross system boundaries to ensure needs and standards of both systems are met to everyone's satisfaction.
- May delegate tasks, coordinate workflow and determine priorities as necessary.

- Produce and maintain documentation of system configuration and operational procedures. May prepare training documentation.
- Provide round the clock crash maintenance and technical support for production systems. Ensures that system security, backup and recovery mechanisms are operational.
- Undertake other duties as required in support of the unit or department.

#### **REQUIRED QUALIFICATIONS:**

- A University degree in computer science or related area with several years of experience in a client-service, project-driven, team-based environment.
- A demonstrated technical proficiency in modern Web application programming and database environments and scripting languages.
- Familiarity with a wide range of computing and communications technology, including both Unix and Windows servers is expected.
- Experience with supporting and maintaining the following is an asset:
  - LDAP or Active Directory environments
  - Sun IDM or another IMS, OpenSSO, Shibboleth or other single signon software.
  - Open source applications
- Consideration will be given to an equivalent combination of education and experience.

#### **SPECIAL SKILLS:**

- Well developed programming skills, with demonstrated technical knowledge of
  - Java
  - Perl
  - Xpress
  - Unix shell (csh, bash)
  - Using xml/xslt technology
  - Directory environments (LDAP and Active Directory)
  - SQL and relation databases such as Oracle,MySQL.
- Ability to adapt to a changing work environment and to acquire new skills as it becomes necessary.
- Very strong analytical and problem solving/troubleshooting skills in order to understand problems or assist in systems design/development.
- Ability to find effective solutions to conflicting requirements.
- Interpersonal and communication skills (both verbal and written) in order to interact with both technical and non-technical staff and clients at all levels.
- Ability to work well in a client-service, team-based environment as well as independently software.
- Strong reading and writing skills needed for the documentation of system and application software.

- Effective time management skills in order to handle a broad range of responsibilities and frequent interruptions.

**DECISION MAKING:**

- Determine appropriate problem-solving procedures and decide how to best rectify the problem. Decide if a problem should be referred to others.
- Allocate time, prioritize tasks and determine work flow. Continually assess and adjust priorities and manage tasks in a fast-paced and demanding environment.
- Ability to evaluate and make recommendations such as the purchase or acquisition of new systems, peripherals and software.
- Determine appropriate action to take when a system fails outside of normal working hours.
- Determine content of presentation and documentation in order to best meet the audience needs.

**SUPERVISORY RESPONSIBILITIES:**

Do you have any supervisory responsibilities - NO

**SIGNATURES:**

\_\_\_\_\_  
Incumbent

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Department Head

\_\_\_\_\_  
Date: