POSITION SUMMARY
QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE:	Technical Support Analyst	
DEPARTMENT:	Faculty of Education	
POSITION NUMBER:	00501688	
GRADE:	6	EFFECTIVE DATE: July 10, 2014

JOB SUMMARY:

Reporting to the Director, Student and Support Services, the Technical Support Analyst is responsible for recording and addressing Faculty of Education enquires in person (service/helpdesk), by electronic communications or by phone (call centre) concerning information technology services, identity management, service provisioning and/or use of computer hardware/software for classrooms and instructors. The position determines the nature of the reported problem based on knowledge of how systems and applications are used at the Faculty, as well as by researching and conveying pertinent information to address the issue in a timely manner, often under pressure. The Technical Support Analyst decides when to escalate an issue, ensuring necessary background information is provided, and makes recommendations regarding e-Services procedures and scope based on own experience, perspective and direct support role.

KEY RESPONSIBILITIES:

- Investigates, diagnoses, and resolves routine information technology issues for the Faculty of Education community through phone, email, or in-person, ensuring all relevant information is accurately recorded in the issue tracking system
- Responds to client enquiries in a timely and professional manner. Clarifies and asks probing questions to investigate issues. Refers difficult or challenging questions/concerns to appropriate individual based on escalation procedures
- Provides technical support for a variety of supported operating systems (Windows, Mac, mobile etc.), software applications (email, browser, office suite, etc.) and utilities (e.g., Antivirus)
- Maintains all computer lab, classroom, and other digital equipment
- Supervises the distribution of the Faculty's loaner equipment (cameras, data projectors, laptops, etc.)
- Delivers, sets up, and supports classroom sets of laptops, iPads, and other equipment as requested
- Updates inventory of all new and existing computers and peripherals
- Supports teleconference and videoconference services in the Faculty
- Provides back up support for the maintenance and administration of departmental servers
- Makes recommendations regarding e-Services procedures and scope. Provides suggestions for improvement to service offerings in the internal processes or internal/external knowledge base
- Provides excellent and professional services to team members and clients by ensuring communications (oral and written) are timely, complete and relevant to individual needs

- Provides informal training to users by sharing knowledge through education and demonstration of IT best practices
- Shares with co-workers issue information/diagnosis and operational updates. Refers concerns/issues to the appropriate individual based on escalation procedures
- Stays current with all ITS offerings and processes as well as wider technological trends and/or best practices in order to support greater user self-sufficiency, competency and client satisfaction

REQUIRED QUALIFICATIONS:

- University degree with a concentration in computer science (or related area) or 3-year technical diploma combined with relevant work experience.
- Familiarity with Faculty of Education client/server technology and services as well as the particular uses of IT in the Faculty considered an asset.
- Familiarity with the use of IT in pedagogy
- Demonstrated customer service experience working with diverse clients in a fast-paced, team-oriented, front-facing environment.
- Previous experience supporting primary microcomputer software applications and Operating Systems as well as network based client/server protocols and configurations.
- Microsoft Technology Associate and / or CompTIA A+ certification considered to be an asset.
- Previous IT service desk experience, preferably within a University environment considered to be an asset
- Consideration will be given to an equivalent combination of education and experience

SPECIAL SKILLS:

- Able to self-motivate and take ownership for learning by staying current with new technologies within IT industry
- Effective research and analysis skills to acquire information from clients, combined with competent problem-solving and trouble-shooting abilities to address concerns or issues
- Solid interpersonal skills with an ability to interact professionally with individuals at all levels and in all situations, demonstrating diplomacy and tact as well as active listening
- Strong communication (oral and written) skills, combined with an ability to explain technical terms and concepts in a manner appropriate to the audience
- Strong customer service orientation with an ability to respond quickly and professionally, being sensitive to client needs and adhering to confidentiality as required
- Excellent time management skills to set short-term priorities while working on several projects simultaneously under strict deadlines and frequent deadlines
- Ability to work on own with limited supervision as well contributing positively and collaboratively to a team.

DECISION MAKING:

- Applies IT knowledge to determine cause of problem by assessing symptoms and/or system behaviour in a web environment, or by reviewing and analyzing documentation

- Selects appropriate corrective action to resolve a problem, showing care that one problem's solution will not give rise to other problems after liaising with other support staff and considering alternative solutions
- Decides when to refer or escalate a problem or question
- Assesses and adjusts own priorities based on daily operational requirements, unit goals for resolutions times and/or impact to customer experience with e-Services.

SIGNATURES: Date

_____ _____

Incumbent

_____ _____

Manager

_____ _____

Department Head/Director or Designate