SYSTEMS/TECHNICAL - GRADE 6

Generic Position Overview

**Family:** Information Technology

**Branch:** Systems/Technical

**Cluster:** ITST6

**Note:** Employees of Queen's University work in a challenging and diverse environment. Queen's is committed to encouraging the development of new skills and attributes in its workforce. It is critical that staff are able to adapt to a changing work environment and to acquire new skills as these become necessary.

Depending upon the size of the department or unit and its functional activities, incumbents who fall into this category may perform all of the duties listed below or, in the case of large departments or units, may be assigned to designated specialized functions.

**Generic Position Summary:** Assist in the ongoing development of information systems. Assist in troubleshooting hardware/software on existing systems and install or setup new equipment or applications. Maintain operational systems, provide technical support to users. Prepare new software packages for release. Assist in designing and writing programs and enhance existing programs as necessary to meet user needs. Identify, test and correct problems in files and databases and programs. Troubleshoot hardware and software, and perform installations and upgrades. Provide back-up support, preventative maintenance and perform upgrades to operational systems.

**Primary Duties And Responsibilities:** Assist in the ongoing development of systems through testing and debugging, and contribute to the development of new features and releases. Assist with troubleshooting hardware/software on existing systems and install or setup new equipment or applications. Maintain operational systems by performing backups, performing upgrades and producing reports as required. Provide technical support to users, while referring more complex problems to senior staff in the area or Information Technology Services staff.

Assist in designing and writing programs and enhancing existing programs as necessary to meet user needs. Identify, test and correct problems in files and databases and programs. Upgrade documentation to reflect all changes.

As delegated, maintain, support and teach the use of software packages to users. Prepare training documentation.

Undertake other duties as required in support of the unit or department.
**Required Background:** Three year post-secondary program with concentration on information technology or computer science with some job-related experience. Programming experience required. Consideration will be given to an equivalent combination of education and experience.

**Special Skills:** Typical skills that *may* be required in the performance of job duties include:

- Demonstrated proficiency in all aspects of computer programming. Technical knowledge of programming products, database management strategies and software.
- Analytical and problem solving skills to assist in finding most efficient solutions.
- Knowledge of computer hardware/software and operating systems as required by the position.
- Ability to keep up with changing technology.
- Communications and interpersonal skills to interact with a variety of people with various levels of technological sophistication. Client-service approach. Ability to work in groups or as part of a team.
- Ability to support the teaching on the use of software packages.
- Editing and writing skills to prepare documentation.
- Attention to detail and ability to follow formal business practices.

**Decision Making:** Examples of the types of decisions regularly made on the job:

- Evaluate and implement solutions to problems, alone or together with supervisor.
- Assess the nature of a request and provide assistance to the user as appropriate.
- Determine best way to solve a problem and decide when to refer the issue to a supervisor.
- Determine if user problems lie with the user, the package or the software developer and report to supervisor.
- Prioritize workloads and allocate appropriate time to departmental needs, emergencies, etc.

**Supervisory Responsibilities:** May be supervisory duties in some positions. May delegate work.
Last update: December, 1999