SYSTEMS/TECHNICAL - GRADE 7

Generic Position Overview

Family: Information Technology
Branch: Systems/Technical
Cluster: ITST7

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: Design and write new programs or systems from simple to complex. Modify and enhance existing programs or systems. Ensure that needs and standards are met to user's satisfaction. Develop, code, debug and test programs as delegated. Program, maintain, develop and support applications for various databases. Troubleshoot problems with hardware, software, installation and upgrades. Maintain operational systems by providing back-up support of department/unit's database structures, preventative maintenance and upgrades. Provide technical assistance to co-workers and customers. Assist in teaching appropriate training to users.

Primary Duties And Responsibilities: Design and write new programs/systems from simple to complex as delegated. Modify and enhance existing programs/systems. Ensure that needs and standards are met to user's satisfaction. Provide detailed instructions and documentation on system operations.

Develop, code, debug and test programs as delegated. Maintain and document those programs.

Program, maintain, develop and support applications for various databases.

Maintain operational systems by providing back-up support, preventative maintenance and upgrades.

Configure, install, test and maintain computer hardware and software. Provide technical assistance to more junior staff and customers. Provide support for production computer systems outside of normal working hours.

Initiate and maintain documentation for the operation of software, hardware
and inventories.

Assist with the development and training of computer-related courses/seminars.

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 and several years of job-related experience including programming. Some positions may require a university degree. Demonstrated technical proficiency in the development, implementation and maintenance of information systems. Sound knowledge of major computer systems (Queen's preferred). 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 expertise in all aspects of computer programming and systems analysis. Technical knowledge of programming products, database management strategies and software.
- Analytical and problem solving skills to assist in finding most efficient solutions.
- Specialized knowledge of computer hardware/software, operating systems and relational database management systems as required by position.
- Ability to keep up and adapt to, a constantly changing technological environment.
- 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 teaching and training initiatives.
- 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:

- Formulate, evaluate and implement solutions to problems, alone or cooperatively with supervisor and/or customers.
- Determine how to deal with operational problems that occur outside of working hours to avoid major administrative problems.
Determine when to involve senior staff in resolving complex or sensitive systems problems.

Prioritize own workloads.

Assess the nature of a request and provide assistance to the user as appropriate.

Assess, determine and recommend acquisition of new software or hardware needs. Determine when to consult with a supervisor.

**Supervisory Responsibilities:** May be supervisory duties in some positions. May delegate work.

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