SUPPORT USER/SERVICES - GRADE 5

Generic Position Overview

Family: Information Technology

Branch: Support/User Services

Cluster: ITUS5

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: Provide basic troubleshooting assistance in computer labs and assist users in learning how to operate various systems and programs. Provide assistance in the functioning of the network by correcting minor problems and performing basic and routine maintenance. Assist in the planning and production of a variety of on-line and printed technical documents. Maintain and update web pages as required. Provide basic computer training as assigned. Liaise with other support staff to get feedback and share information and resources. Perform administrative duties as required in support of the unit or department.

Primary Duties And Responsibilities: Provide troubleshooting assistance in computer labs. Provide one-to-one assistance to users learning how to operate computers and various software packages. Answer questions when possible, or consult with or refer clients to other staff when necessary.

Provide assistance in the day-to-day functioning of the network by identifying and correcting minor hardware and network problems, replacing computer consumables, and backing up and installing software. Assist with basic maintenance and setup of systems. Refer more complex problems to supervisors.

Assist in planning, and coordinate the production and testing of a variety of technical documents, both on-line and in print. Proofread documentation prepared by the unit/department. Write documentation for publication as directed. Ensure information is up-to-date, clear, and relevant.

Ensure that audio-visual equipment is maintained, perform minor repairs, troubleshoot equipment problems, send major problems out for repair and keep records of inventory history. Assist in training users in the set-up of
computer and audio visual equipment used in classroom presentations and conferences.

Maintain and update web pages for the unit/department as required.

Provide basic computer training as assigned by supervisors.

Liaise with other support staff to get feedback and share information and resources. Stay knowledgeable of changes to policy or operation introduced in the unit/department as directed by supervisors.

Perform administrative duties as required, including secretarial support, budget and bookkeeping support, and desktop publishing support.

Undertake other duties as required in support of the unit/department.

**Required Background:** Two-year post-secondary program with relevant experience. Some experience in business administration/systems, desktop publishing, or on-line/printed publications may be considered an asset. General knowledge of computer systems or audio visual technology depending upon the position. 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:

Computer skills (including use of a variety of software packages, basic hardware operation, networking, and Internet use) as required by the position.

Interpersonal skills in order to work with people at various levels of technological sophistication. Communication skills in order to provide technical support to others as required. Client-service approach.

Editing and writing skills as required. Ability to convey information in a clear and concise manner.

Troubleshooting skills.

Creative problem-solving skills.

Ability to prioritize work and adhere to deadlines. Organizational skills.

Ability to work both independently and as part of a team.

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

Determine when a support problem can be handled personally or when it must be referred to supervisors or Information Technology Services staff. Respond to or direct other inquiries as appropriate.
Perform routine tests and ask appropriate questions to help troubleshoot problems and determine best way to resolve problems within general guidelines.

Determine when individual computer maintenance is necessary. Aid in the implementation of new systems in the unit/department.

Determine which equipment can be repaired on site and what needs to be contracted out.

Suggest when a particular system or its documentation need to be updated and whether support material should be on-line, in print, or both.

Make decisions relating to administrative duties (inventory maintenance, resource allocation under direction, and workload priorities).

**Supervisory Responsibilities:** NONE

*Last update: December, 1999*