SUPPORT USER/SERVICES - GRADE 7

Generic Position Overview

**Family:** Information Technology  
**Branch:** Support/User Services  
**Cluster:** ITUS7

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:** Perform a variety of duties related to computers, information technology, and data processing. May develop and maintain management information systems and deliver training programs to aid in the implementation and integration of technology. Evaluate and recommend the acquisition of new systems as appropriate. Provide technical support to users experiencing computer-related problems with various PC's, printers, software etc. Provide support to local area networks and workstations. Provide advice, support, and service to customers/users. Assist in preparation of information analyses and summaries, and produce data reports. Ensure data accuracy, security, and accessibility. Administer web-based media. Perform other administrative duties as required, such as human resources duties, scheduling and delegating, and budgeting. The incumbent's position may focus on a specific area of information or computer technology, depending upon the department's needs, priorities and goals.

**Primary Duties And Responsibilities:** Develop and maintain management information systems and support tools as necessary. Determine information needs of system users and design, develop, and deliver training programs on appropriate system applications.

Provide support to local area networks and workstations. Ensure all software, equipment, systems and network facilities are current and operational. Troubleshoot problems with hardware (ie., servers, workstations and peripherals), software, installation and upgrades.

Plan, edit and produce a broad range of documents both on-line and on paper, including technical documents, newsletters, notices, brochures and promotional material. Design, produce, and use technological research materials.
Develop and maintain Web page, site, or server. Install, document, and administer web-based media.

Prepare information summaries, analyses, and reports on a wide range of indicators using information gathered from, or processed on, computer systems. Assist in resolving data problems by performing file research and applying knowledge of policies and procedures. Keep abreast of changes in policies that affect data. Audit for accuracy and completeness. Prepare lists, statistical analyses, labels, etc. Maintain quality of data stored in databases. Ensure security of confidential information.

Coordinate project planning and lead discussions of tasks and priorities. Monitor progress of implementation and project budget as required.

Evaluate or recommend the purchase, installation, and/or support various systems and software packages as part of retail operations, or support role to individual departments or units. Provide expert advice and technical support on appropriate programs, peripherals, etc. Install and upgrade hardware and software as appropriate. Liaise with other departments and outside agencies for repair, pricing, procurement, and demonstration of various equipment and products. Provide support to users purchasing computers and related equipment. Sell products, record information, and complete license agreements.

Perform other administrative duties as required, including supervision of junior staff, scheduling, training, creation or recommendation of policies and procedures, budgeting, bookkeeping, maintaining files, etc. May oversee day-to-day operations.

May serve as departmental computing representative as designated.

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

**Required Background:** Three-year post-secondary program with a concentration in Information Systems, Computer Science, Business Administration, or a related area, with some proven relevant experience. Some positions may require a university degree. Some positions may require specific training in specialized areas, programs, or systems, such as HTML Web page design. Some positions may also require additional training in applicable areas such as human resource practices, research design, data analysis or statistical programming. Some positions may require supervisory experience. 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:

Sound knowledge of computer systems, platforms and environments. Understanding of how to apply computers in solving problems and how to integrate them into the office environment. Knowledge of office applications
and other applicable programs as required. Ability to learn and apply new technology as it emerges.

Knowledge of networking principles and concepts.

Interpersonal and communication skills to advise, train and support users with a wide variety of backgrounds and levels of technical familiarity. Client-service approach. Ability to work in groups or as part of a team.

Clear and concise writing skills in order to produce documentation and technical support materials.

Organizational and time management skills. Ability to work under strict deadlines and to prioritize duties.

Analytical skills to determine problems and communicate solutions to users. Ability to use various statistical packages.

Leadership skills to guide and advise junior staff, and other users.

Knowledge of university policies, procedures, and information management systems.

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

- Decide on type of analysis to perform on data in order to answer specific questions. Decide on most effective way to present results and convey meaning. Decide upon information to be drawn from data sets using appropriate statistical analysis.

- Determine the best way to organize/update software and hardware in the department/unit.

- Determine when training is required, decide on its content, and determine the best way to deliver the training to meet the needs of users.

- Determine cause of a user's problem and best method to resolve it. Determine when a problem can be solved personally, or when others should be consulted.

- Assess and recommend acquisition of new software or hardware as changes in department's priorities and needs dictate. Decide how to implement new technologies with minimal disruption to workflow.

- Allocate time, resources, and workload as appropriate within the department/unit. Determine how existing computer resources can be best applied to solve a given problem or satisfy user requirements.

- Participate in decisions regarding appropriate content for demonstrations, presentations, seminars, and research papers.
**Supervisory Responsibilities:** May be supervisory duties in some positions. May delegate tasks and conduct performance appraisals. May make recommendations to hire, fire and discipline.

*Last update: December, 1999*