SUPPORT USER/SERVICES - GRADE 8

Generic Position Overview

**Family:** Information Technology

**Branch:** Support/User Services

**Cluster:** ITUS8

**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:** Develop, maintain, and manage computer information systems. Provide technical support and advice regarding office systems, hardware and software. Evaluate and recommend the acquisition of new systems as appropriate. Responsible for the installation, security, maintenance and support of local area networks. Assess vendor products. Troubleshoot local area network (LAN) problems. Train other users on LAN usage. Implement new technologies to improve efficiency, connectivity, and communication. Oversee education and training services, including designing and delivering courses and seminars. Provide electronic database management, perform statistical analyses and produce summaries and data reports. Coordinate project planning and monitor implementation. Perform other administrative duties as required, such as supervision of junior staff, human resource duties, scheduling and delegating and/or budgeting. The focus of the incumbent's duties may vary depending upon the department's functions and goals.

**Primary Duties And Responsibilities:** Provide analytical, technical, and educational support for a variety of computer systems, hardware and software. Provide assistance and problem-solving resources to faculty, staff and students in ongoing use of products and services. Provide expertise to aid in the planning, design and development of computer-based information systems. Advise users on the selection and evaluation of computers and computer-related equipment.

Investigate, acquire, install and oversee computing resources. Implement system projects using both internal and external agencies. Develop and maintain specialized computer-supported systems for the unit or department. Ensure that system security, backup, and recovery mechanisms are operational.
Responsible for the installation, security, maintenance and support of local area networks. Study vendor products to determine most appropriate. Ensure security procedures are implemented and followed. Troubleshoot networking problems. Train other users on LAN usage.

Oversee education and training services. Design, develop, and present a range of courses and seminars to instruct faculty, staff, and students. Coordinate and determine the effectiveness of training services and modify as necessary. Develop specialized computing tools and curricular material.

Assist in the development of proposals, reports, and analyses. Liaise with other departments or units, institutions, or government agencies. Process, evaluate, edit and store electronic and print data. Act as resource person to department or committees. Assist in the compilation of data or statistical tables, charts, and graphs. Review and analyse various policy initiatives. Coordinate the distribution and collection of information or questionnaire packages. Present data in most appropriate format for a given audience.

Plan and coordinate the workflow for the computer-supported work area and schedule maintenance and upgrade activities. Supervise and guide junior staff. Perform other administrative duties as required including creation or recommendation of policies and procedures, budgeting, bookkeeping, maintaining files, etc.

May serve as departmental computer representative as designated.

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

**Required Background:** Three-year post-secondary program in computer science or related area with substantial relevant experience or a university degree with several years of experience. Additional specialized training may be required depending upon the position, such as expertise in LAN administration, familiarity with information access technologies, statistical analysis, networking, or training in the field of education. 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:

Advanced knowledge of computers. Ability to integrate technology into the work environment in order to maximize efficiency and accuracy. Knowledge of all applicable software programs including data analysis applications. Ability to learn and apply new technology as it emerges. Possess expertise in particular areas as required by the position.

Knowledge of statistical analysis techniques. Demonstrated analytical, problem-solving, and research skills, to investigate and evaluate new technologies and recommend modifications to existing systems.
Knowledge of various university information systems and networking environments. Understanding of Queen's policies and procedures.

Communication (both verbal and written) and interpersonal skills in order to advise, teach, consult, and exchange data with individuals at various levels of technical familiarity.

Ability to work in a client-service, team-based environment.

Organizational and coordination skills in order to coordinate the workflow of the department.

Supervisory or leadership skills in order to motivate junior staff and create a positive work environment. Sensitivity to issues affecting performance of staff.

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

Determine how best to meet department's or unit's need for computers and information management systems.

Determine work load allocation and make associated human resource decisions.

Determine appropriate problem-solving procedures and decide how to best rectify the problem. Decide if a problem should be referred to others.

Determine content of documentation and training seminars in order to best meet the needs of faculty, staff and students.

Determine which reports and analyses are required, who to distribute information to, and how to present the information clearly and effectively.

**Supervisory Responsibilities:** May be supervisory duties in some positions. May delegate tasks, recommend hire/fire, and/or conduct performance appraisals.

*Last update: December, 1999*