SUPPORT USER/SERVICES - GRADE 9

Generic Position Overview

Family: Information Technology

Branch: Support/User Services

Cluster: ITUS9

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 Job Summary: Oversee the provision of support and user services to ensure maximum efficiencies and user's comfort level. Some examples include ensuring the smooth operation of retail services, training and support, consulting/troubleshooting services, data management, media services, etc. The incumbent is also responsible for planning and overseeing major projects and initiatives. The responsibilities are considered integral to the university's computer environment. The incumbent provides leadership and expert knowledge to junior staff, as well as human resources functions such as hiring/firing and conducting performance appraisals. This position involves independent decision-making, responsibility, personal initiative, and technical proficiency. The focus of the incumbent's activities vary depending upon the department's functions and goals.

Primary Duties And Responsibilities: Develop and maintain strategic plans for services. Develop standards and give advisory support. Coordinate the provision of services.

Coordinate the operation of services that provide technical support and enhance the usability and functioning of computers or technical equipment. Ensure customer service objectives and department or unit goals are being met. Aid in the development of short- and long-term technological plans or strategies for those seeking consultation. Participate in the planning and delivery of sales and service offerings. Ensure quality and variety of products and services, and negotiate various warranty programs with suppliers and manufacturers to ensure timely resolution of equipment problems.

Manage the daily activities of campus computer store by ensuring appropriate staffing levels are maintained and adhering to proper business standards while keeping a customer service focus. Assist in identifying,
selecting and pricing microcomputer products. Negotiate with vendors and suppliers. Identify, research and recommend new services or changes to services. Assist other departments and units in processing warranty claims, product returns, systems upgrades, etc.

Investigate, recommend and implement new technologies to complement departmental or university goals and initiatives. Communicate with users to determine computing requirements and to assess needs. Recommend equipment purchases and allocate resources as appropriate.

Supervise, guide, and provide expert knowledge to junior staff. Coordinate workflow, delegate duties, and carry out human resources functions such as hiring/firing and conducting performance appraisals. Train staff and ensure that unit or department stays current with new technologies. Develop and maintain standards and ensure that established policies and procedures are adhered to. Recommend changes to policy and procedure as necessary in order to adapt to new developments in the industry and changes in department functioning or organization. Carry out other administrative procedures as required such as budget preparation and record-keeping.

Train users, including faculty, staff, and students, in the operation of equipment or programs as appropriate. Provide advice and consultation in the area of the incumbent's expertise. Write technical documents for end-user support. Design, develop, and deliver courses and seminars.

Maintain and manage computing and other technical equipment as appropriate. Install new programs and configure software and hardware. Ensure security and integrity of data.

Provide technical support to users in the area of the incumbent's expertise. Rectify problems while minimizing disruption and lost work and time.

May serve as the departmental computing representative.

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

**Required Background:** University degree in computer related area with several years of experience. Demonstrated expertise or additional training may be required in specialized areas depending upon the position. Effective supervisory skills required. Some positions may require experience in marketing and sales techniques. 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:

Extensive knowledge of computer systems and other technological equipment as required. Ability to integrate technology into the workplace in order to facilitate the goals and functions of the division. Advanced knowledge of all applicable software applications. Ability to learn new technologies and assess
their usefulness to users. Incumbent must possess expertise in particular areas depending upon the position, and must be able to apply this expert knowledge to program planning and information sharing as necessary.

Ability to conceptualize plans and technical solutions for dealing with an array of information system issues. Ability to assess computer needs, and implement technology-based solutions for operational problems. Proven competence in project management.

Communication (both verbal and written) and interpersonal skills to train and guide others, negotiate, and ensure flow of information. Ability to direct individuals in a manner conducive to the smooth and efficient operation of the department.

Ability to motivate staff to achieve sales objectives.

Supervisory, leadership, and human resources skills, in order to coordinate workflow, delegate duties, and ensure staff satisfaction.

Extensive understanding of department and university's policies, procedures, and principles, and how they affect the goals and functioning of the division.

Possess judgement, tact, and foresight in order to predict trends and problems and adapt processes to optimize outcome. Adapt to changes without compromising quality of products and services.

Work with a client-centred perspective and possess customer-service instincts.

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

Evaluate various technologies and recommend the most effective solution to the department or unit in order to facilitate communication, efficiency, and accuracy.

Plan new initiatives within the department or unit, and, upon request, technological initiatives for other departments. Determine project guidelines and time lines.

Allocate time and resources in order to ensure project completion, based on the priority of tasks on hand.

Determine content of technical documents and training seminars in order to meet the needs of all users at various levels of technological familiarity.

Decide how best to handle customer complaints and difficulties and which course of action to take in order to rectify the problem.

Determine appropriate inventory levels and forecast future demand for
products or services.

Determine how the department or unit should allocate its resources and which services can be provided in order to be most useful to the rest of the campus.

Make human resource management decisions (e.g., hiring, firing, work flow coordination or budget administration).

**Supervisory Responsibilities:** Supervisory duties may include delegation, hiring/firing, discipline, and conducting performance appraisals.

*Last update: December, 1999*