Job Class Profile: Computer Support Specialist

Pay Level: CG-29   Point Band: 622-675

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	4	3	4	3	4	4	2	4	
Points	187	67	19	19	90	87	83	43	43	638

JOB SUMMARY

The Computer Support Specialist installs, configures and maintains computer hardware, peripherals, video conferencing equipment, cables, software, and computer networks; identifies and analyzes problems; recommends and implements solutions; and provides technical advice and support to end users and clients to resolve difficulties through on-site assistance or help desk services.

List and Brief Description of Specific Duties

— Provides technical support, trouble shooting, and resolution to corporate-wide or end users experiencing problems with hardware, software, operating systems, printers, scanners, networks, switches, routers, network cabling, wiring, and video conference equipment

— Installs and maintains hardware, software, operating systems, printers, scanners, networks, switches, routers, network cabling, wiring, and video conference equipment.

— Responsible for new server and network equipment installation and configuration.

— Purchases required equipment.

— Provides training to end users.

— Establishes and maintains departmental database.

— Relocates computer equipment from site to site.

— Dismantles and disposes old equipment

— Creates user accounts.

— Maintains user rights and access.

SKILL

Knowledge

General and Specific Knowledge:
— Computer support, and related policies, procedures, trends and developments.
— Hardware, software and related technology.
— Networking and server installation and maintenance.

Formal Education and/or Certification(s):
— Minimum: 2 Year post-secondary Diploma in Information Technology or a computer related

field.

Years of Experience:

— Minimum: 1 to 2 years of experience.

Competencies:

— Ability to maintain computer systems and networks.

— Ability to provide technology support.

— Strong customer service, analytical, interpersonal and communication skills.

Interpersonal Skills

— Interpersonal skills are used to listen to information and ask questions to diagnose and resolve the client's concerns/problem, provide expert advice, communicate complex information, provide direction to others, gain the co-operation of others, instruct/teach/train, and articulate technical concepts and solutions to non-technical employees and front line staff.

— The most significant contacts employees/students/staff/instructors in the immediate work area to provide technical support, troubleshooting and resolution of their concerns; employees within the department (i.e. other computer support specialists, LAN administrators) to discuss problems and keep updated on outstanding problems and share/suggest solutions to new problems; and supervisors/managers to discuss larger corporate projects or tasks or the purchase of new equipment, to seek expertise, or to apprise of complicated or critical issues.

EFFORT

Physical Effort

— Work demands occasionally result in considerable fatigue, requiring periods of rest.

— Regularly moves/lifts objects 10 - 25 lbs., (computers, monitors, printers, heavy CRT models).

— Regularly required to work in awkward or confining spaces (i.e. crawling under desks to access cables, or running cables in confined spaces).

— Constant fine finger/precision work and extended periods of sitting is required when using the computer.

Concentration

— **Visual** concentration is constant and includes reading computer monitors, repairing and/or installing equipment and researching information.

— **Auditory** concentration is a regular requirement when listening to and comprehending user requirements and listening to equipment for unusual sounds/noise.

— Concentration effort may include repairing and installing systems, networks, hardware and software.

— There are constant **time pressures and deadlines** when responding to help desk requests and when computer equipment malfunctions (i.e. server is down).

— **Exact results and precision** are required on a regular basis to ensure exact setting for software installation and operation.

Complexity

— Tasks and activities are different but related and allow for the use of similar skills and knowledge.

— Typical complexities include troubleshooting hardware, software or network problems, resetting passwords, connectivity issues, and repairing or resolving conflicting or wrong configurations.
— Requires understanding the problem and being able to select the appropriate action from procedures and guidelines.
— Problems tend to be resolved by referencing user guides, internal policies and procedures, consulting with technical team and internet research.

RESPONSIBILITY

Accountability and Decision-Making

— Work tasks are somewhat prescribed and controlled.
— Decisions are typically made with regards to prioritizing work, determining appropriate solutions, purchasing repair equipment and how to repair equipment, desktop and printer deployment, booking video conferencing equipment for internal/external clients.
— Approval is required for large purchases or purchases that require tender, granting access to other people's email accounts or making copies of emails, policy changes.
— Discretion is generally exercised within predetermined limits and procedures (i.e. desktop deployment, printer repair, networking/data drops, printing restrictions). Some discretion and judgement is required to determine highest priority and the appropriate action required for its resolution, running network cables, purchasing new equipment within predetermined budget.

Impact

— Tasks and activities impact the immediate work area, within the department, outside the department, outside the organization and on clients.
— Resources impacted include equipment, processes and systems, information, finances, material resources, and corporate image.
— Through decisions, advice or recommendations there could be significant negative or positive impacts on the organization's use of computer systems and its communications.
— Types and consequences of errors include problems with internet connectivity to the site reducing communication to internet based services; improperly installed or disabling of antivirus protection which could result in a virus infecting computer systems and causing significant damage to networks, files, records, and storage; and moving the incorrect cable in a data closet can result in shutdown of a network.
— Consequences and/or errors are normally identified and rapidly resolved and safeguards are in place to mitigate firewall errors.

Development and Leadership of Others

— Not responsible for the supervision of staff.
— Provides on-the-job advice/guidance, on-the-job training and support, mentoring, feedback and orientation to new employees and students. Also provides informal and formal training and guidance to existing staff (outside the department) on the use of software/systems.
— May act as team leader for specific software, hardware, system or for departmental moves/accommodations.

WORKING CONDITIONS

Environmental Working Conditions
— Safety boots are required. When working in construction/renovated sites there is also a requirement to wear hard hat and goggles.
— There is a moderate likelihood of minor cuts, bruises, abrasions or minor illnesses.
— There is a limited likelihood of fractures or other injuries, occupational illness resulting in partial disability or total disability.
— Constant exposure to computer glare. Exposure to dirt/dust, lack of privacy, awkward or confining workspaces, limited lighting and travel is experienced on a regular basis.