

POSITION DESCRIPTION FORM (PDF)

Regular Part-time Support Staff

Position Title: Seneca College - Service Desk Technician

Position Number: [Click here to enter text.](#) **Pay Band:** 9

Reports To: Manager, IT Customer Services

Appointment Type: 12 Months **"Other" Hours Details:** [Click here to enter text.](#)

Scheduled Weekly Hours (maximum 24 hours per week): 17.5

PDF Completed By (Manager Name): Barry Knight

Effective Date: August 6, 2019 **Last Revision:** August 8, 2019

SIGNATURES

Incumbent: _____ **Date:** _____

(indicates incumbent has read and understood the Position Description Form details)

Supervisor: _____ **Date:** _____

(indicates the supervisor has authorized and assigned the duties & responsibilities in the PDF)

NOTE: Please return the original PDF to HR Operations (Michelle Bozec) as soon as it has been signed. Thank you.

PART ONE:

POSITION SUMMARY

Summarize the overall purpose of the position and why it is necessary within the organization. The summary should be a concise description (rarely more than two or three sentences) of the total position and should include only the most significant aspects of why the position exists in terms of its goal and objectives and its purpose in the College.

The initial point of contact for resolving technical issues for Seneca College students, faculty & support staff attending/delivering the Aviation program at Peterborough city airport.

The primary focus of the role is to provide rapid response technical support to the programs faculty and staff.

In addition the incumbent provides general hardware, software, and network connection troubleshooting for a wide variety of devices including, PCs, printers, and mobile devices.

The incumbent will ensure effective, timely and accurate creation and resolution of service tickets. Communicates updates with the Seneca College Service Desk Manager on a day-to-day basis, particularly regarding critical issues affecting academic delivery.

When needed, incumbent will assist with the support of Aviation programs Flight Simulators.

Escalates tickets when necessary to Seneca IT Network/Evolve team when appropriate.

PART ONE: *(continued)*

KEY DUTIES & RESPONSIBILITIES

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Keep sentences short, simple and to the point. *TIP: Describe major clusters of functional work rather than detailed individual work routines and procedures.* Do not use allocations of less than 5%.

	Summary Details	Percentage %
1	<ul style="list-style-type: none">• Immediately responds to issues that occur during the equipment operation.• Repairs or replaces equipment on site to minimize any downtime. The incumbent will install, troubleshoot, repair and perform preventive maintenance on all Seneca IT end systems and equipment; providing on-site end-user training on their operation, maintenance and troubleshooting;• Ensure offices, computers labs and Audio Visual equipment's	95%

	<p>are in good working condition through pro-active maintenance and regular testing</p> <ul style="list-style-type: none"> • Prepares labs and offices with the latest academic and administrative images • Effectively documents and update operational manuals, equipment logs and equipment schedules; • Maintains equipment inventory and maintenance schedules. Performs parts replacements and hardware / software upgrades; • Contacts suppliers and vendors for support as required; • Supports and enforces proper equipment policies and procedures; • Troubleshoots problems and minimizes downtime for offices, labs and e-classrooms, by quickly replacing equipment if problems cannot be resolved in short time. Performs on site analysis, diagnosis and resolution; • Performs regular maintenance and repairs to equipment; • Records all actions applied to a problem and work request ticket; • Prepares regular work status reports; • Provides demonstrations on the proper use of equipment; • Utilizes various test programs and equipment to analyze system problems; • Responsible for managing Seneca assets that include Seneca provisioned cell phones, computers, applications, various tools, and small inventory of parts. Maintains inventory control of IT equipment and systems at all assigned facilities. • Maintains up to date knowledge of installation configurations and documentation; 	
2	Other Duties As Assigned <i>(do not amend this section)</i>	5%

To calculate the relative percentage of time allocated to each cluster of key duties & responsibilities, remember to consider the total amount of hours this part-time position will normally work in a year.

For example:

An RPT position which normally works 24 hours per week for 10 months of the year would have approximately 960 annual hours (24 hrs/wk x 4 wks/month x 10 months). If this position is estimated to spend 5 hours per week completing a cluster of work associated with organizing and maintaining business files, you would allocate 20% to this function calculated as (5 hrs/wk x 4 wks/month x 10 months) divided by 960.

PART TWO:

TRAINING & TECHNICAL SKILLS

Indicate the minimum level of independent studies, formal education, internal and/or external training programs including professional and technical or apprenticeship courses necessary to fulfill the requirements of this position.

Formal Education Requirements:

Completion of a two (2) year college diploma.

Field(s) of Study:

Computer Technician in the field of Computer Systems or Information Technology or an equivalent combination of education and experience

Other Vocational Certifications and/or Apprenticeships:

[Click here to enter text.](#)

EXPERIENCE

Specify the minimum number of months and/or years of practical experience in any related work necessary to fulfill the requirements of this position.

Practical Work Experience:

More than three years up to five years.

Additional Skills & Abilities:

- Strong interpersonal, communication and conflict resolution skills are important as the incumbent deals with the public on a daily basis; as well as with outside contractors and vendors.
- Required knowledge and experience based on the fundamentals of hardware and application software support in an environment or equivalent field.
- Knowledge and understanding of computer/Audio Visual hardware, peripheral and software applications;
- Current knowledge of various platform specific operating systems and out-of-the-box software;
- Good organizational and time management. Ability to work independently, establishing priorities and goals;
- Ability to communicate both verbally and written with students, administration, faculty and support staff at their level of computer literacy;
- Ability to logically analyse problems, research and devise solutions. Understand and investigate problems, applying fundamental principles where needed for resolution;
- Knowledge of mobile devices, smart phones, tablets configuration and usage;
- Understanding of Microsoft Active Directory OU, Policies and Groups
- Virtual Desktop and Application virtualization.

PART THREE:

COMPLEXITY

Describe the amount and **nature of analysis, problem-solving and reasoning** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Application Support

Workstation application does not function properly. The workstation in question is required for daily operations.

Example #2

Computer upgrades

A department has several computers to be upgraded. The department cannot be taken offline during business hours.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

Is the work considered to be routine/non-routine?

Non-routine.

How would you describe the complexity of the work?

Some duties are varied and complex.

Describe the business processes used by the position.

Processes are different and unrelated.

JUDGMENT

Describe the degree of independent judgment and problem-solving required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Managing multiple tickets/projects
Daily and weekly activity is performed independently within daily work schedules developed by the incumbent that fit within and meet the overall schedule of the department and the client schedules. Consultation with other technicians and the incumbent on some assignments. Work is performed as deemed appropriate by the incumbent to meet critical problems. Occasionally, verbal or written requests for specific projects are given by the supervisor. No instruction are otherwise required as work is accomplished using the incumbent's judgment and expertise. The incumbent uses her/his own initiative to perform day-to-day work, receiving general objectives and broad guidelines due to the varying situations and problems that may be encountered. The incumbent works independently and receives specific assignments from the supervisor on new tasks or special projects required.

Example #2

General technical support
Incumbent is required to identify the problem at hand and use their own judgment for troubleshooting the issue. There is no one way to fix any issue so the incumbent must use their judgment and experience to determine the best steps to perform.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

The work duties typically require:

Breakdown facts or components of the problem situation to find a solution.

In determining a solution for problems, the incumbent has discretion to:

Modify/refine existing methods and options.

MOTOR SKILLS

Describe the aspects of the position that require fine motor movements (delicate, intricate or precise) related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position Answer the questions listed below in the Key Considerations section.

Example #1

Hardware device install/repair
Incumbent will be required at times to work within a computer or other hardware device. They may need to install a new component or remove and replace one. Depending on the device (desktop, laptop, AV hardware, etc.) small tools and precise movements may be required to complete the task.

Example #2

Task / Activity
Description

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

When considering 'speed' of fine motor movements for this position:
Speed is a secondary consideration.

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Hardware device install/repair	10%

PHYSICAL DEMAND

Describe the degree of **physical demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the type and duration of physical effort, the frequency, the strain from rapid and repetitive fine muscle movements or the use of larger muscle groups, lack of flexibility of movement, etc.

Example #1

Sitting using a computer
Incumbent is required to using a computer and mouse on a regular basis. This involves prolonged sitting at computer station in front of a computer screen.

Example #2

Climbing ladders
Incumbent is required to climb ladders to deal with a overhead work on data projectors, including cleaning and lamp changes.

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Sitting using a computer	60%
Climbing ladders	5%

SENSORY DEMAND

Describe the degree of **sensory demand** required to perform the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the level/degree of concentration (visual, auditory, tactile, etc.). Answer the questions listed below in the Key Considerations section.

Example #1

Supporting systems and installing software
Incumbent is responsible for the install/maintenance/repair/replacement of customers computers and hardware devices. They are also responsible for the install/support of customers computer software.

Example #2

AV equipment support
Incumbent is responsible for the repairing/replacement of AV equipment in the classroom.

Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

How would you describe the requirement for attention to detail in this position?

Frequent/Regular

Indicate the percentage of time that is required in performing each of the tasks discussed above.

Task	% of Time
Supporting systems and installing software	60%
AV equipment support	20%

STRAIN FROM WORK PRESSURES / DEMANDS / DEADLINES

Describe the degree of **work pressures** involved in performing the duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position that illustrate the deadlines, interruptions, distractions, multiple or conflicting demands/workloads and dealing with people in difficult situations. Answer the questions listed below in the Key Considerations section.

Example #1

dealing with abusive people
Description A client experiences frustration with their inability to access course material from the college service, and the Service Desk is unable to provide an immediate solution. The client may demand an immediate resolution which the incumbent is unable to provide.

Example #2

End-user support
Incumbent may be assigned multiple support tickets. They may also receive multiple support calls that need to be looked after. Incumbent must prioritize there own workload.

Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

How would you describe the workflow demands this position typically faces?
Deadlines are tight OR may periodically change or conflict.

How would you describe the existence of critical deadlines in this role?
Frequent critical deadlines.

How would you describe the level of interruptions this position faces?
Interruptions are continuous and unpredictable.

Indicate the predictability of the strain and percentage of time required in each task discussed above.

Task	% of Time	Predictability*
dealing with abusive people	5%	NP (Not Predictable)
End-user support	80%	NP (Not Predictable)

INDEPENDENT ACTION

Describe the degree of **independent action** and **autonomy** required to perform the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Manage day to day requests
Daily and weekly activity is performed independently within daily work schedules developed by the incumbent that fit within and meet the overall schedule of the department and the client schedules. Consultation with other technicians and the incumbent on some assignments. Work is performed as deemed appropriate by the incumbent to meet critical problems. Occasionally, verbal or written requests for specific projects are given by the supervisor. No instruction are otherwise required as work is accomplished using the incumbent’s judgment and expertise. The incumbent uses her/his own initiative to perform day-to-day work, receiving general objectives and broad guidelines due to the varying situations and problems that may be encountered. The incumbent works independently and receives specific assignments from the supervisor on new tasks or special projects required.

Example #2

Resolving hardware/software issues

Incumbent must identify the issue and determine the appropriate action to resolve the issue. In many cases there are multiple ways to resolve an issue so the incumbent must determine what is the best solution based on their knowledge, procedures or other documentation.

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

What type of instruction is typically given to the incumbent?

Uses procedures and past practices but may adapt them, as required.

What degree of supervision is typically provided to the incumbent?

Most work is completed independently; supervisory input provided upon request.

How is the work typically checked and verified?

Output is reviewed by exception only.

How frequently is the work checked?

Most processes are reviewed weekly.

Describe duties which are the incumbent's responsibility where independent action requires initiative and/or creativity and indicate how often the duties occur.

Incumbent may need to resolve a AV issue in a classroom that has had a hardware failure. Depending on the equipment available to them, they may need to use a combination of onsite hardware and cables to restore the connection well the equipment is removed for repair. This may happen every couple of months.

Identify the typical situations or problems that are normally referred to the Manager for solution.

Incumbent would work with their manager in cases of escalation or when they are unable to meet a customers request.

COMMUNICATIONS / CONTACTS

Describe the nature of contact and purpose involved in communicating information (i.e. to provide advice, explanation, to negotiate, or influence others to reach agreement, etc.), and the confidentiality of the information provided. Answer the questions listed below in the Key Considerations section.

- Discusses plans and procedures.
- First point of contact is the Service Desk; exchanges information through email, verbal or web support. Logs information for future reference. Adds information to database. Must ensure accuracy of information for directory information.
- Communicates with the Interactive Technologist so they are aware of AV hardware issues.
- Interprets complex instructions, provides explanations to users in easy-to-understand language.
- Meets with Interactive Technologist to explain issue escalations in the labs

- Works with faculty/departments on the recommendation of software/hardware needs, prioritization of calls, specialized training requests. Obtains written consent for account access or deletion.
- Resolves issues through step-by-step instruction with users; provides guidance, trains and supports users
- Provides direction on the use of equipment.
- Provides verbal and written reports to supervisor for recommendations for purchase for Projector bulbs for e-classrooms.
- Provide operational instructions for new or change software or equipment.
- Requirements to replace equipment from an installed site, will require the support of the operator at the site.
- Evaluating problems and issues with the client to determine the best options to take corrective action. There may be a disagreement to the best approach. Evaluates the options together to come to agreement on the action.

Key Considerations:

With respect to the examples above and the regular duties associated with this position’s core functions, please answer the following questions:

Communications in this position are typically engaged for the purpose of:
 Providing guidance/technical advice of a specialized nature; seeks to secure cooperation of others.

What type of involvement does this position have with confidential information?
 Regular involvement with moderate disclosure implications.

RESPONSIBILITY FOR DECISIONS AND ACTIONS

Describe the type of **responsibility** that exists for the **decisions** and **actions** related to the core duties of the position. Provide up to two (2) examples in the space provided below of regular duties for this position. Answer the questions listed below in the Key Considerations section.

Example #1

Troubleshooting issue under pressure

At times the incumbent will be required to support a software or hardware issue under tight deadlines. There may be instances where a mistake could result in loss time at the college or a project deadline not being met. The incumbent must carefully determine next steps so as to limit any downtime in such instances.

Example #2

Task / Activity
Description

Key Considerations:

With respect to the examples above and the regular duties associated with this position's core functions, please answer the following questions:

How are errors typically detected for work completed by this position?

Errors detected after-the-fact.

What is the typical scope of impact to the organization for errors in this position?

Results in some workflow disruption, duplication and/or wasted resources.

WORK ENVIRONMENT

Describe the physical environment that the incumbent works in. Consideration should be given to:

- The probability or likelihood of exposure to disagreeable/hazardous elements.
- The nature of the disagreeable/hazardous element
- Length of exposure while on the job
- Travel

Complete the chart below. Answer the questions in the Key Considerations section.

Environment	% of Time
Professional office environment Yes	95%
Outdoor work; seasonal conditions No	
Dealing with frustrated/angry people who are verbally abusive	5%
Other (please specify)	

Key Considerations:

With respect to the nature of disagreeable/hazardous elements this position is in contact with, would you describe them as:

Moderately disagreeable

With regard to the disagreeable/hazardous elements referenced above, how often does the position encounter them?

Occasional

If this position is required to engage in business related travel, what is the frequency of the travel?

Occasional (10%-30% of their time in transit)

SUPPLEMENTAL DATA

Provide any additional information which will serve to further enhance understanding of the position.

[Click here to enter text.](#)