Position Description Form (PDF)

College: Sir Sandford Fleming

Incumbent's Name**:** NEW (VACANT)

Position Title: Service Desk & GIS Technical Support Specialist Payband: I

Position Code/Number (if applicable): S00335

Scheduled No. of Hours_____37.5hr/wk____

Appointment Type: ___X_____12 months _____less than 12 months

Supervisor's Name and Title: Manager, IT Customer Service

Completed by:

PDF Date: June 26, 2024
Last Revision:
(TBD)

Signatures:

Incumbent:
(Indicates the incumbent has read and understood the PDF)

Date:

Supervisor:

Date:

Instructions for Completing the PDF

1. Read the form carefully before completing any of the sections.

2. Answer each section as completely as you can based on the typical activities or requirements fo the position and not on exceptional or rare requirements.

3. If you have any questions, refer to the document entitled "A Guide on How to Write Support Staff Position Description Forms" or contact your Human Resources representation for clarification.

4. Ensure the PDF is legible.

5. Responses should be **straightforward and concise using simple factual statements.**

Position Summary

Provide a concise description of the overall purpose of the position.

This is a unique Service Desk role with a blend of traditional IT support and specialized GIS (Geographic Information System) technical expertise. This role will provide essential support to students, staff, and faculty at Frost and remote locations (PTBO Square and Haliburton) while also managing the college's ESRI Organizational account for the Geomatics program.

The Service Desk Technician is the initial point of contact for resolving technical issues for Fleming College users. They will provide hardware, software, and network connection troubleshooting for a wide variety of devices including workstations, printer, mobile devices, and phones and will provide advice or one-on-one training to users.

Ensures effective, timely and accurate creation and resolution of service tickets. Communicates updates on a day-to-day basis, particularly regarding critical issues. Escalates tickets when necessary to IT Network/Evolve team when appropriate. Works closely with IT Network/Evolve teams to collect appropriate ticket info to assist in the resolution of problems.

Supports and facilitates learning in the Learning Commons by responding to student questions and assisting with use of software.

Duties and Responsibilities

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Describe duties rather than detailed work routines.

	Approximate % of time annually*
Incident and request fulfillment • Responsible for the point of contact, troubleshooting, and resolution for all student, staff and faculty requests and issues relating to: workstation, laptop/netbook, network printing, internet/intranet incidents, software, portal questions, wireless service access, user account, phone service, Marksense testing • Contact with users will be via the ticketing system, phone, email or in person. Ensure effective, timely and accurate resolution of tickets. • Identifies and documents workstation problems as they arise and informs network staff of issues related to software and network configuration through a defined service ticket documentation process. • Participates in ongoing workstation implementation and support. Escalates individual tickets to the network team and/or management as required. • Repairs computer workstations by troubleshooting and repairing/replacing components as required. • Supports users with the administration of their print accounts by verifying balances, granting refunds, assisting with loading of print vouchers, etc. • Patching, troubleshooting and replacing network cabling. • Installation and troubleshooting of office phone installations. • Reloads network printers with paper and cartridges. Monitors toner messages, replaces drum kits, fuser assembly and rollers, and other components where possible. Troubleshoots all network printing issues. • Demonstrates appropriate use of equipment to users as required. • Provides ongoing process and implementation support to projects, as assigned. Includes: point-of-contact coordination, communication with key users, support as defined, project feedback. • Dispatch tickets on a rotational basis with team members	60%
Remote sites as assigned • Provides on-site support for networked and stand-alone computer workstation. • Performs hardware/ software problem analysis and setup for workstations, software and printers. • Hardware troubleshooting, repair and installation at assigned campuses and/or LC. • Plans and conducts preventative maintenance procedures on all computers, printers, and other equipment and systems • Under direction from management, implements alternative technological solutions to facilitate small satellite office needs (eg. Custom image creation for devices in locations that are not directly connected to the College network).	5%

Multi Media services and support • Provides services, guidance, instruction and support on the application, use, and set up of multi-media technologies to students, staff, faculty and community users to support teaching and learning activities. • Implement the audio and visual design for classrooms and lecture halls. • Booking, delivering, and dispensing equipment as requested. Coordinates delivery and pickup of items. • Facilitates technical connections in the lecture theatres & other multi-media classrooms • Sets up, maintains, and utilizes the database of media resources and hardware technology. • Uses the automated system to book non-print media resources and hardware technology, and report bookings/usage • Troubleshoots hardware and software problems associated with audio visual equipment (e.g. computers, data projectors, overhead projectors, etc.) in classrooms and lecture theatres. • Responds to all SLA driven incidents in a quick and efficient manner ensuring classroom and lecture halls are offline as little as possible. • Reading of schematics, running of cables, and soldering when required. • Programming and on-going maintenance of all Crestron/Extron hardware/software.	5%
Divisional Shared duties • Recruits, screens, trains, schedules, guides, and oversees student assistant workers for the Learning Commons • Switchboard coverage as required	5%
GIS Technical Support: • ESRI Account Management: Administer the Fleming College ESRI Organizational account on ArcGIS.com. Create user accounts, assign appropriate roles/privileges for faculty and students, and manage license allocation. • Geomatics Lab Support: Maintain a secure and functional environment in the Frost campus Geomatics labs, including computer workstations. Be the front-line contact for technical support related to the labs. • Geomatics Systems Support: Administer systems providing direct support to students, faculty, and staff, including analysis, network, and software support. • Geomatics Network Management: Participate in the implementation, development, and maintenance of the Geomatics network services.	20%
Other related duties as assigned	5%

* To help you estimate approximate percentages:

½ hour a day is 7%	1 hour a day is 14%	1 hour a week is 3%
½ day a week is 10%	½ day a month is 2%	1 day a month is 4%
1 week a year is 2%		

1. Education

A. Check the box that best describes the **minimum** level of **formal** education that is required for the position and specify the field(s) of study. Do not include on-the-job training in this information.

□ Up to High School	□ 1 year certificate	X 2 year diploma
□ Trade certification	□ 3 year diploma / degree	□ 4 year degree or 3 year diploma / degree plus professional certification

□ Post graduate degree (e.g. Masters) or 4 years degree plus professional certification

□ Doctoral degree

Field(s) of Study:

2 Year Diploma – Computer Technician in the field of Computer Systems or Information Technology

B. Check the box that best describes the requirement for specific course(s), certification, qualification, formal training or accreditation in addition to and not part of the education level noted above and in the space provided specify the additional requirement(s). Include only the requirement that would typically be included in the job posting and would be acquired prior to the commencement of the position. Do not include courses that are needed to maintain a professional designation.

X No additional requirements	
□ Additional requirements obtained by course(s) of a total of 100 hours or less	
□ Additional requirements obtained by course(s) of a total between 101 and 520 hours	
□ Additional requirements obtained by course(s) of a total of more than 520 hours	

2. Experience

Experience refers to the minimum time required in prior position(s) to understand how to apply the techniques, methods and practices necessary to perform this job. This experience may be less than experience possessed by the incumbent, as it refers only to the minimum level required on the first day of work.

Check the box that best captures the typical number of year of experience, in addition to the necessary education level, required to perform the responsibilities of the position and, in the space provided, describe the type of experience. Include any experience that is part of a certification process, but only if the work experience or on-the-job training occurs after the conclusion of the educational course or program.

□ Less than one (1) year	
□ Minimum of one (1) year	
□ Minimum of two (2) years	
X Minimum of three (3) years	Extensive experience providing front-line technical customer service experience in an enterprise environment to a variety of clients. Experience with specific office software applications i.e. word processing, spreadsheets, databases, e-mail and spy-ware in a networked windows environment. Experience troubleshooting, installing and removing hardware components, i.e. network cards, RAM, hard drives, and other computer components. Knowledge of different operating systems (Windows, Netware, Mac and Linux) Experience with network troubleshooting and wireless protocols. Experience supporting mobile computing and various networked peripherals in an enterprise environment.
□ Minimum of five (5) years	
□ Minimum of eight (8) years	

3. Analysis and Problem Solving

This section relates to the application of analysis and judgement within the scope of the position.

The following charts help to define the level of complexity involved in the analysis or identification of situations, information or problems, the steps taken to develop options, solutions or other actions and the judgement required to do so.

Please provide up to three (3) examples of analysis and problem solving that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally:

	#1 regular & recurring
Key issue or problem encountered.	An issue is reported which affects the normal operation of a workstation, IP telephone, or peripheral device.
How is it identified?	Trouble issues may be identified during a routine walk-around of the lab or Learning Commons, reported by a user through the ticketing system or through an electronic reporting mechanism
Is further investigation required to define the situation and/or problem? If so, describe.	Immediate assessment at workstation to determine the issue. This usually involves questioning the user directly as to what they were attempting to do and how the device is behaving. Incumbent will diagnose whether the issue is one of the following: • Hardware problem (includes peripherals) • Network problem • Software problem • Training Issue • Cabling issue • Physical infrastructure

Explain the analysis used to determine a solution(s) for the situation and/or problem.	Complete a visual inspection and investigation of the workstation to determine where the issue resides Incumbent must check based on the visual inspection for issues relating to physical cable connections. If none are found, move to hardware or software based on the described issue. Determine diagnosis through the use of troubleshooting checklists, past experience, etc. If unable to immediately repair the problem the incumbent will recommend and implement a temporary solution to minimize the "down time" If a printer problem can't be immediately repaired, affix signage on the printer showing that it is out of order and request that an Network Support Analyst disable the print queue so that no further print jobs can be sent to that printer. Repair the problem, if not then provide all gathered troubleshooting methodologies in documented format and escalate to an Network Support Analyst
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Past practices Discussion with the Hardware technologist and Network Support Analysts Research on the internet/news groups, manuals

#2 Regular & Reoccurring

Key issue or problem encountered	User identifies a gap in their knowledge of a particular software package
How is it identified?	Student/Staff/Faculty request made via ticketing system, phone, email, or walk-in
Is further investigation required to define the situation and/or problem? If so, describe.	Consult with staff and Faculty to help them solve immediate production related problems and use the Intra/Internet and desktop programs to complete their job/assignment functions. Training may involve one-on-one or small group interaction depending on the nature of the task or problem trying to be solved.

Explain the analysis used to determine a solution(s) for the situation and/or problem.	Determine the software for which the training is required. Assess the user's needs in relation to the specific software. Incumbent must be able to quickly learn the use of new or unfamiliar software then be able to demonstrate and explain the use of it to the user in a basic non-technical language. If necessary develop instructions or documentation to support the user's training.
How is/are deadline(s) determined?	Training usually takes place on an ad-hoc basis. If requested specific dates/times can be arranged for more formal training.

#3 regular & recurring

Key issue or problem encountered.	A Fleming community member reports that their personal device cannot connect to the Fleming Network or Workstation
How is it identified?	Staff/Student/Faculty walk-in, ticket, email, or phone call
Is further investigation required to define the situation and/or problem? If so, describe.	Incumbent must be able to understand the issue at hand based on the limited knowledge of the user, often describing an issue that's entirely different than the real problem. Incumbent must be able to quickly develop a practical understanding of the technology's hardware, software and operating system, be it at Laptop, Tablet, Smart Phone, Personal Storage device, etc. Due to the wide variety of personal devices accessing the Fleming network the incumbent may not immediately possess an inherent knowledge of the device's operating system and architecture.

Explain the analysis used to determine a solution(s) for the situation and/or problem.	Incumbent must be able to quickly navigate within the device to recognize compatible hardware and software. This includes device core compatibility i.e., is it WPA compliant, does it have the required OS, patches, software, hardware, physical ports to facilitate connection to the college infrastructure. Assessment of the device to verify that there aren't any other issues that could be causing any further issues i.e.: Viruses, malware, spyware, hardware issue, software conflicts, or etc. Gather, collect and analyze pertinent information to aid in the troubleshooting process (MAC, IP, software versions, etc) If a resolution cannot be found, incumbent must try and research an alternative way to facilitate the end result the user requires. This requires troubleshooting and creative thinking. If, in time constraint, all immediate possible avenues have been exhausted the incumbent must be able to communicate that further escalation/research is required.
What sources are available to assist the incumbent finding solution(s)? (i.e.: past practices, established standards or guidelines).	Functional understanding of the image, network and maintaining up to date knowledge of the "Fleming environment" Vendor documentation, internet search/forums, manuals, consultation with Network support analysts

3. Analysis and Problem Solving

	#1 occasional
Key issue or problem encountered	Image is found to be out of date. Might be a result of large upgrade taking place or an instance where a machine was missed during a previous upgrade.
How is it identified?	At least once per semester the incumbent is required to coordinate and re-image all curriculum driven labs and multi-media workstations across all campuses. Users might also call to report a problem and incumbent might notice the image is out of date and that a upgrade is required to fix a particular issue.

Is further investigation required to define the situation and/or problem? If so, describe.	If this is a lab upgrade incumbent must coordinate with Network Support Analyst and plan for the deployment. This may require checking room schedules and talking to faculty to ensure that the image deployment does not affect academic delivery. In some cases special software may need to be installed after a reimage. Incumbent is responsible for making sure this is installed post image deployment. For one of installs the incumbent must coordinate with the end-user a feasible time to perform the upgrade and work with them to ensure that all their data is backed-up before proceeding.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Confirm that the image has reached its destination successfully Ensure that all systems are working correctly and if not, begin troubleshooting them using established troubleshooting practices Collect any error messages during the process, and determine their meaning Isolate the variables which may cause problems after a image is deployed. i.e.: Chipset of the computer, bios version, NIC version, etc. Make recommendations to the Director of ITS for upgrades, or additional staff to be devoted to roll-out of image
What sources are available to assist the incumbent finding solution(s)? (i.e.: past practices, established standards or guidelines).	Consultation with the Network Support Analysts Internet resources

4. Planning/Coordinating

Planning is a proactive activity as the incumbent must develop in advance a method of acting or proceeding, while coordinating can be more reactive in nature.

Using the following charts, provide up to three (3) examples of planning and/or coordinating that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally:

	#1 regular & recurring
List the project and the role of the incumbent in this activity.	Developing an agenda for site visits at remote campuses/supported facilities including developing an agenda and list of items to address to maximize the visit.

What are the organizational and/or project management skills needed to bring together and integrate this activity?	Coordination with staff and faculty on their needs and what technology work is outstanding Coordination with contractors to ensure that all equipment and access is available, and that the ISP access is active Providing training and ad hoc guidance on hardware/software where required Strong time management skills Organization of required resources (hardware/software) Incumbent will deal with exception cases, often requiring implementing temporary solutions
List the types of resources required to complete this task, project or activity.	Appropriate hardware/software Access to network resources Access to shared facility e.g. high school for summer school setup or other location for presentation.
How is/are deadline(s) determined?	Incumbent will work with the list of items that have been communicated in advance of visit so everyone is in agreement of what needs to be completed Deadlines will vary depending upon the urgency of the work that is required e.g. routine maintenance and software upgrading vs. critical academic delivery items. Incumbent must be able to manage their time to meet the deadlines of the user
Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.	Incumbent in consultation with the vested parties at affected campus Issues involving interruption to safety or academic delivery will be prioritised highest

#2 regular & recurring

List the project and the role of the incumbent in this activity.	Providing network cabling and performing adds, moves, changes

What are the organizational and/or project management skills needed to bring together and integrate this activity?	Incumbent will coordinate, facilitate and organize activities with the project team and end users Incumbent must be able to have excellent communication skills to be able to plan around all other 'reno' activities, ie. Disconnecting cabling prior to renovations starting (know good practice) Prioritization of the needs in a renovation situation, ie. Requirements from end users where system and phone is to be placed are in different locations
List the types of resources required to complete this task, project or activity.	Necessary network tools Software organization to be able to monitor progress of the project
How is/are deadline(s) determined?	Project plan will dictate deadline in many cases. For individual MAC's (move/add/change) deadline will be determined through discussion with customer.
Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.	Supervisor, incumbent, contractor, other project members.

5. Guiding/Advising Others

This section describes the **assigned responsibility** of the position to guide or advise others (e.g. other employees, students). Focus on the actions taken (rather than the communication skills) that directly assist others in the performance of their work or skill development.

Though Support Staff cannot formally "supervise" others, there may be a requirement to guide others using the incumbent's job expertise. This is beyond being helpful and providing ad hoc advice. It must be an assigned responsibility and must assist or enable others to be able to complete their own tasks.

Check the box(es) that best describe the level of responsibility assigned to the position and provide an example(s) to support the selection, including the positions that the incumbent guides or advises.

Regular & Recurring	Occasional	Level	Example
X		Minimal requirement to guide/advise others. The incumbent may be required to explain procedures to other employees or students.	Incumbent instructs students on appropriate use of webmail
X		There is a need for the incumbent to demonstrate correct processes/ procedures to others so that they can complete specific tasks.	Provide instructions for faculty on how to establish a listserve, as well the policy and procedure on sending all staff/all student messages Assist co-workers in learning new business processes vital to the success of the job. ie calibration and verification that the marksense testing is marking/evaluating correctly academic testing
	□	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.	
□	□	The incumbent is an active participant and has ongoing involvement in the progress of others with whom he/she has the responsibility to demonstrate correct processes/procedures or provide direction.	
X	□	The incumbent is responsible for allocating tasks to others and recommending a course of action or making necessary decisions to ensure the tasks are completed.	Incumbent helps in the assigning of daily duties to peer tutors.

6. Independence of Action

Please illustrate the type of independence or autonomy exercised in the position. Consideration is to be given to the degree of freedom and constraints that define the parameters in which the incumbent works.

What are the instructions that are typically required or provided at the beginning of a work assignment?	
Regular and Recurring	Occasional (if none, please strike out this section)
Procedures are well established for core functions, e.g., account creation, print credit, individual network disk space needs, telephony, recovery, portal. Project parameters are established up front in terms start and completion dates and general planning is done in terms of scheduling projects around daily production work. Staff have a large degree of freedom to act independently within overall parameters.	

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (if none, please strike out this section)
Access to network utilities to deal with account and application problems computing and telephony Software configuration details are already established as well as procedures for core functions, e.g. account creation. Appropriate Use Guidelines are also available. Guidelines - Software manuals, network support, on line help. There is the need to maintain liaison with the Learning Commons/LRC to support new operational procedures and processes	

How is work reviewed or verified (eg. feedback from others, work processes, Supervisor)?	
Regular and Recurring	Occasional (if none, please strike out this section)
Work is reviewed on a weekly bases i.e. staff meetings; and user feedback is documented. Project work is reviewed based on project time lines, but at least mid way and near the end. Users frequently provide feedback based upon satisfaction.	

6. Independence of Action

Describe the type of decisions the incumbent will make in consultation with someone else other than the Supervisor?	
Regular and Recurring	Occasional (if none, please strike out this section)
Will review problems relating to the computing infrastructure with one of the Network Support Analysts.	

Describe the type of decisions that would be decided in consultation with the Supervisor.	
Regular and Recurring	Occasional (if none, please strike out this section)
Installation of non standard software applications. How to proceed with requests for service outside the norm. For instance, incumbent may be asked to increase a staff members personal storage quota by 300%.	

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	Occasional (if none, please strike out this section)
Incumbent is responsible for determining how a particular problem is going to be resolved.	

7. Service Delivery

This section looks at the service relationship that is an assigned requirement of the position. It considers the required manner in which the position delivers service to customers. It is not intended to examine the incumbent's interpersonal relationship with those customers and the normal anticipation of what customers want and then supplying it efficiently. It considers how the request for service is received and the degree to which the position is required to design and fulfil the service requirement. A "customer" is defined in the broadest sense as a person or groups of people and can be internal or external to the College.

In the table below, list the key service(s) and its associated customers. Describe how the request for service is received by the incumbent, how the service is carried out and the frequency.

Information on the service		Customer	Frequency (D, W, M. I)*
How is it received?	How is it carried out?		
First point of contact in guiding how to appropriately utilize Information Technology services	By demonstration, effective communication skills, documentation, delivered through email, or face to face	Staff Faculty Students	D
Marksense Testing	By ensuring that the instrument is calibrated appropriately, guaranteeing a 24 hour turn around, especially at peak testing periods	Faculty Students	D
Aid with account administration and network, peripheral and telephony device issues ▪ Password changes ▪ Disk space quota ▪ Network sharing ▪ Intranet usage ▪ Webmail usage Remote access	By being familiar with the Fleming Network and all SDesk utilities to immediately resolve the issue By having up to date documentation that can be distributed By having knowledge and expertise of various non standardized equipment	Staff Faculty Students	D

Learning Commons lab maintenance	Ensuring that all hardware/software is maintained and all issues are resolved in a timely fashion.	Faculty Students	D
Immediate desktop solutions at all sites	Prioritizing all situations, ie. Face to face traffic, vs, a faculty not able to work	Faculty Students	D
Custom image support for remote sites, includes notebooks	By evaluating the hardware, establishing what is to be installed, providing a timeline for the end user(s)	Students	I
Helping other users book labs	Must have full understanding of systems to be able to book, and guide others/staff/faculty on how to do such task	Staff Faculty Students	I

* D = Daily W = Weekly M = Monthly I = Infrequently

8. Communication

In the table below indicate the type of communication skills required to deal effectively with others. Be sure to list both verbal (e.g. exchanging information, formal presentations) and written (e.g. initiate memos, reports, proposals) in the section(s) that best describes the method of communication.

Communication Skill/Method	Example	Audience	Frequency (D, W, M ,I)*
Exchanging routine information, extending common courtesy	Guide and explain computer basics to various users	Faculty, Staff, Student	D
Explanation and interpretation of information or ideas	Solve hardware/software problems Providing basic instruction to users on desktop software Planning deployment of hardware	Delivery infrastructure group Staff Information Tech. Dept.	D D M
Imparting technical information and advice	Needs assessment/solving problems Liaison/Needs assessment Troubleshooting/solve problems Demonstrates appropriate use of equipment through documentation, by example, or through guided discovery method	Students/Staff Learning commons/LRC staff Faculty, staff, students	D D D

Instructing or training			
Obtaining cooperation or consent			
Negotiating			

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9. Physical Effort

In the tables below, describe the type of physical activity that is required on a regular basis. Please indicate the activity as well as the frequency, the average duration of each activity and whether there is the ability to reduce any strain by changing positions or performing another activity. Activities to be considered are sitting, standing, walking, climbing, crouching, lifting and/or carrying light, medium or heavy objects, pushing, pulling, working in an awkward position or maintaining one position for a long period.

Physical Activity	Frequency (D, W, M, I)*	Duration			Ability to reduce strain		
		< 1 hr at a time	1 - 2 hrs at a time	> 2 hrs at a time	Yes	No	N/A
sitting	D			X	X		
walking	D	X			X		
Carrying items	D	X			X		
Moving heavy equipment	M	X			X		
Cabling	I	X				X	

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If lifting is required, please indicate the weights below and provide examples.

□ Light (up to 5 kg or 11 lbs)	
X Medium (between 5 to 20 kg or 11 to 44 lbs)	Boxes of paper, Computers, Monitors, Printers.

X Heavy (over 20 kg or 44 lbs)	Server equipment, furniture move for computer or telephone install

10. Audio Visual Effort

Describe the degree of attention or focus required to perform tasks taking into consideration:

- the audio/visual effort and the focus or concentration needed to perform a task and the duration of the task, including breaks (eg. up to 2 hours at one time including scheduled breaks)
- impact on attention or focus due to changes to deadlines or priorities
- the need for the incumbent to switch attention between tasks (eg. multi-tasking where each task requires focus or concentration)
- whether the level of concentration can be maintained throughout the task or is broken due to the number of disruptions

Provide up to three (3) examples of activities that require a higher than usual need for focus and concentration.

Activity #1	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Listening to clients, assessing problems and quickly identifying solutions	D	X		
Can concentration or focus be maintained throughout the duration of the activity? If not, why? □ Usually X No -Client walk in traffic, Telephone calls, coordinating ticket resolution with coworkers				

Activity #2	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Technical trouble shooting and repairs	D		X	
Can concentration or focus be maintained throughout the duration of the activity? If not, why? □ Usually X No -Client walk in traffic, Telephone calls, coordinating ticket resolution with coworkers				

* D = Daily W = Weekly M = Monthly I = Infrequently

11. Working Environment

Please check the appropriate box(es) that best describes the work environment and the corresponding frequency and provide an example of the condition.

Working Conditions	Examples	Frequency (D, W, M, I)*
X acceptable working conditions (minimal exposure to the conditions listed below)	Office environment	D
X accessing crawl spaces/confined spaces	Accessing raised floor for cabling and power requirements. Ceiling spaces for cabling runs. Crawling under desks on stomach and back to hook-up computer cabling.	I
X dealing with abusive people	Calls from irate students about having lost a presentation and they blame it on the network, or irate staff members having problems	I
□ dealing with abusive people who pose a threat of physical harm		
□ difficult weather conditions		
□ exposure to extreme weather conditions		
□ exposure to very high or low temperatures (e.g. freezers)		
□ handling hazardous substances		
X smelly, dirty or noisy environment	Noisy server room or wiring closets exposure most of the time is limited to duration usually less than 1 hr at a time.	W
X travel	To other campuses for site support	M
□ working in isolated or crowded situations		
□ other (explain)		

* D = Daily M = Monthly W = Weekly I = Infrequently