

Position Description Form (PDF)

College: Sir Sandford Fleming

Incumbent's Name:

Position Title: Network Support Analyst – Network Services Payband: K

Position Code/Number (if applicable): S00414

Scheduled No. of Hours 37.5

Appointment Type: X 12 months less than 12 months

Supervisor's Name and Title: Director IT Infrastructure

Completed by: Roger Fitch

PDF Date: March 2008

Last Revision: January 8, 2019

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 for 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.

Designs, develops, maintains and administers IT systems, applications, network services and associated security for academic and administrative areas at all campuses. Includes: desktop applications, application server technology, cloud services, Active Directory (AD) & AzureAD, Office365 Administration, single sign-on (SSO) technologies, storage area networks, and data security, network design and implementation)

Provides analysis, network and programming support to the user community and Information Technology Services, maintaining and providing user support for College Information Systems as they relate to ITS services for the enterprise.

Provides point-of-contact functions, which includes, initial contact, issue identification, problem resolution, follow-up and internal communication in ITS. For on going projects it includes: liaison between ITS and other project staff, communication, documentation, proactive problem identification and resolution until project is complete.

Note: Each member has defined responsibilities and points of contact but each member of the team is expected to be able to support all areas within the team at an operational level. The NSA team works as a highly integrated and interdependent team.

NSA work can be categorized as follows:

- Primary Focus – An individual's assigned areas of focus and specialization on specific subject matter.
- Shared / Team Focus – two or more NSAs may regularly share an area of focus
- Backup Coverage – NSA are assigned to periodically keep their knowledge and understanding of another area primary focus up to date.
- Common Core – regular and routine operational duties and task that can be performed by any NSA as required. Typically, these are supported by well documented and/or understood procedures for completing these tasks.

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*
1. [Area of Primary Focus] – Active Directory & Exchange As the NSA team's subject matter expert in the following areas of primary focus, is the lead technical role responsible for the requirements analysis, design, development, implementation, support and maintenance of infrastructure and solutions that include: • Active Directory Administration, in the cloud, on-premises & hybrid-mode, and related synchronization. • Account creation ,development & single sign-on (SSO) services • Maintaining user profiles • Collaboration applications • Network applications • Server Based applications • Desktops operating systems • Security applications (like firewalls, anti-virus etc) • Desktops applications • Desktop application distribution mechanisms • Printing systems • Email services (Exchange/Office365) & related mail flow infrastructure Responsible for working with faculty, staff and students: • Application and systems integration, testing, training, and rollout • Coordinating team & co-workers in areas of responsibility as assigned. • On network applications and network usage. Assisting the Director IT in planning future technology services in academic and administrative areas by: • Providing expertise in the area of focus and related security.	50%

2. [Area of Shared / Team Focus] Responsible for the implementation and maintenance of: • Network Hardware & devices • Server/Network operating systems • Fleming College backup power systems for ITS equipment • Core switching fabric and other devices • Network backup & disaster recovery procedures • Email appliance/email transfer agent • Administration of cloud technologies, AzureAD, In-tune and Office365. Co-ordinates network support for: • 3rd party network devices, applications and support vendors as assigned.(i.e. Honeywell, , Chubb access system, Duplicating systems, StarRez) Assisting the Director IT in planning future networks in academic and administrative areas by: • Providing expertise in the areas of networking communications, applications, and security. • Monitoring service performance levels & availability while anticipating increases in requirements and providing solutions as required	20%
3. Designing and implementing internal ITS & College Information Systems • Reporting & monitoring mechanisms • Network management software • Configuration management & documentation. • Resilient/redundant technology designs, support methodologies (internal and with backing of vendor support contracts/SLA) • Network system and equipment lifecycle management. Identifying technical & IT security risks, planning and advocating for refreshes/update/maintenance patching. Developing of special code and/or processes to develop work a rounds for system problems • Network/server based applications and storage area networks (includes: analysis of requirements, determination of specifications, development of code, testing, implementation, training or co-workers and documentation) • Implementing college wide user directory systems (includes: analysis of requirements, determination of specifications, development of code, testing, implementation, training and documentation) • Point-of-contact/liaison for ITS and college community for Internet/Intranet developments and implementation • Providing Internet/Intranet technical support for users • Prototyping, implementing and maintaining underlying mechanisms for college Internet/Intranet services • Process Design as it relates to user identities & roles, software application tracking and deployments. Provides analysis, network and programming support to the user community and Information Technology Services to support evolving data needs across the institution.	15%

Support Staff PDF

4. Provides on going technical and process support to projects and NSA common core duties as assigned. Includes: • Research and development of projects and evaluations as assigned • Point-of-contact coordination of rollout of projects • Technical advice and support as defined • Examples of NSA common core duties include routine and operation support of the following, (but not limited to): ○ Network support and configuration ○ Network protocols and services ○ Windows Server Administration ○ Office365 Administration ○ Converged infrastructure and hypervisor administration ○ Linux Server Administration ○ Ticket watcher & on-call duties ○ Best-effort technical support across all DIG areas ○ Incident response and engaging vendor support ○ Account Creation ○ Documentation ○ Technical advice and support as defined	10%
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
 ☐ 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:

Networking Technology and/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.

- ☐ 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

- Microsoft Technology Association (MTA) Certification, or equivalent. VMware Certified Associate

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

☐ Minimum of three (3) years

☐ Minimum of five (5) years

Work experience implementing & supporting large enterprise networks.

Experience with the integration of multi-vendor hardware, scripting/programming, network and client configurations.

Experience working with large IT projects to evaluate needs, consider time estimates, set task priorities, track progress through implementation and ensure original needs are met before deeming a project complete.

Experience working independently, prioritizing, organizing and problem solving own work in a customer service team based environment

Experience calculating risks association with system problems while under high pressure and high stress, evaluate pertinent options and the ability to implement solutions with good judgment leading to positive outcomes.

Project management experience and experience using good judgment in situations dealing with access to highly confidential information

☐ 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.	A software application required for curriculum delivery will not install as the application is not supported in the current working environment (i.e. the Fleming desktop image, a Fleming server, or a security issue is causing the application to fail). There are no details provided for successful operation.
How is it identified?	Faculty member requests application for fall semester. Incumbent discovers problem when attempting to install the application for fall desktop image.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes, It is an academic requirement for the fall semester to deploy the new version of this application. The incumbent must analyze the install of the software and fully understand the problem and how it interacts with the system.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Incumbent must seek a solution to install curriculum dependent software. Incumbent may communicate with software vendor to fully understand software specifications. Multiple installations and testing scenarios are developed. Analysis and interpretation of testing scenarios will determine how the application can be installed without critical loss of functionality.
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Vendor documentation, functional specifications of vendor application, online vendor support, technical information documents (TIDS), on line knowledge bases. Incumbent must rely on own skill set, knowledge of current environment and previous custom solutions

3. Analysis and Problem Solving

#2 regular & recurring

Key issue or problem encountered	The quality of service with the communications to the internet and or within the internal network has been severely degraded. This is restricting the learning process and preventing people from proceeding with their work. The result is a loss in productivity. Numerous internal IT services are also negatively impacted
How is it identified?	Incumbent may encounter issue, complaints from end-users and various network alerts
Is further investigation required to define the situation and/or problem? If so, describe.	Yes, further details are required for successful troubleshooting and resolution. There will be many factors to consider when resolving this issue (hardware, software, traffic patterns, etc). This service is heavily relied upon and has a major impact on many College processes
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Troubleshooting will involve varied approaches such as analyzing real-time system events, capturing real-time traffic or isolating network segments (i.e. ResNet). The incumbent will work towards restoring the service and implement changes as deemed necessary
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Incumbent must rely heavily on own knowledge of networking technology and current working environment and will consult with colleagues when necessary. Network hardware vendor may be engaged. Technical Information Documents (TIDS), on line knowledge bases

#3 regular & recurring

Key issue or problem encountered	
How is it identified?	
Is further investigation required to define the situation and/or problem? If so, describe.	
Explain the analysis used to determine a solution(s) for the situation and/or problem.	
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	

3. Analysis and Problem Solving

#1 occasional (if none, please strike out this section)

Key issue or problem encountered	A problem on a server, or with a network device or with a software application, can impact multiple services and prevent a large number of College users from doing their work.
How is it identified?	Incumbent may encounter issue, end user complaint, help desk escalation or a network alert indicating a component is not within anticipated service level
Is further investigation required to define the situation and/or problem? If so, describe.	As there is a high degree of interdependency among many of the hardware and software components, there are many potential causes of the issue and no clear indicator where the problem is originating. Some of these issues are unique situations that have not been encountered before.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	It is commonplace that a different resolution is required as each problem is typically different in nature, therefore the incumbent must conduct a detailed investigation of the problem, analyze and interpret the results, utilize technical expertise, past experience and personal judgment to find a resolution.
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	Technical Information Documents (TIDS), On line knowledge bases, Best Practices, other NSAs, Vendor recommended troubleshooting guides

#2 occasional (if none, please strike out this section)

Key issue or problem encountered	
How is it identified?	
Is further investigation required to define the situation and/or problem? If so, describe.	
Explain the analysis used to determine a solution(s) for the situation and/or problem.	
What sources are available to assist the incumbent finding solution(s)? (eg. past practices, established standards or guidelines).	

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.	Software Upgrade in the lab image. The incumbent receives the request, plans the installation of the application and coordinates with the faculty/departments in the testing/deployment timelines
What are the organizational and/or project management skills needed to bring together and integrate this activity?	The incumbent must document the request properly. Review licence documentation and file the software, license, request and install notes into the software repository. The incumbent must then schedule the install, communicate with the faculty member that uses the software in their curriculum that the change will be made and deliver the image in a timely fashion as to allow time for testing and changes.
List the types of resources required to complete this task, project or activity.	The incumbent uses a ticket database, email and manual file system to manage the request, software repository. The communication around software details is mainly through email and face to face discussion with the faculty/support technicians. Investigation via the internet and discussion with management around software license.
How is/are deadline(s) determined?	Deadlines follow semester boundaries and use a timeline that identifies the desired due dates. This includes the initial communication of the due dates for software submission, and follow-up. In the case of missed due dates the incumbent regularly works on custom installs that are implemented mid semester as to allow the curriculum to be taught in a timely manner.
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.	The incumbent must use their judgement to identify problems early and accumulate the necessary resources to complete the deployments on time. The incumbent must judge the impact that a change to an application will have on other faculty/students and include discuss these change with the all faculty that will be impacted.

4. Planning/Coordinating

#2 regular & recurring

List the project and the role of the incumbent in this activity.

The incumbent responsible for the rollout of a new service to College users. Incumbent is the point of contact for the project, internal IT staff and the college community

What are the organizational and/or project management skills needed to bring together and integrate this activity?

Incumbent is required to assess impact of the rollout, schedule various activities and juggle completing priorities. Incumbent will gather, document and inform all interested parties of implementation plan. Incumbent assist in determining project time line. Incumbent is responsible for bench marking and updating the project management time line

List the types of resources required to complete this task, project or activity.

Incumbent must rely on various sources of documentation, outside vendor(s), his/her past experience and direction from the Director of IT.

How is/are deadline(s) determined?

Deadlines are determined by assessing the need for given service against other completing projects. Deadlines often coincide with semester time lines.

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.

The incumbent in concert with the Director of IT will determine if the project requires change. The incumbent must adjust his/her work schedule to accommodate change. Change in the project may impact other work schedules. Deadlines or work schedule conflicts would be reported to the Director of IT. Example: The incumbent recognizes the additional need for a disparate system to allow any Fleming user wireless access to Fleming Intranet resources. The incumbent would propose, discuss and alter time lines as part of a scheduled project meeting with the Director. Incumbent must be able to manage these new additions within his/her own workload demands and notify the Director of any workload conflicts. The project change may require the additional work from peers in order to facilitate the timeliness and success of the project.

#3 regular & recurring

List the project and the role of the incumbent in this activity.

Incumbent is the point of contract for the rollout of a new Desktop management system.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

Plan for rollout must consider the current impact on current users, PCs, servers and networks. The incumbent must take these impacts into account when making changes to the production environment. Although the new system is tested, issues will come up and must be dealt with quickly and efficiently. Incumbent must consult with other staff to ensure critical configurations and processes are identified and incorporated into the rollout. During the rollout incumbent works directly with staff to mentor, guide and resolve issues.

List the types of resources required to complete this task, project or activity.

Software, and computer and networking infrastructure will be required to develop and implement rollout. Technical articles discussing industry best practice will be utilized. Vendors will be consulted to determine that technical requirements of plan can be met.

How is/are deadline(s) determined?

The goal of the rollout is to gain maximum efficiently with the least amount of impact on end users, and staff.

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.

The incumbent must test and validate all procedures detailed in the plan to ensure design goals are being met. If design goals cannot be met, incumbent will recommend possible changes and provide an assessment of how those changes will impact the outcome. For example, during testing the incumbent realizes that a key feature is missing from the newer version of the software. Incumbent would work with vendor to determine a workaround and measure the impact on users. This report would then be presented to the director with rational. Final decisions will be made in consultation with the Director of IT

4. Planning/Coordinating

#1 occasional (if none, please strike out this section)

List the project and the role of the incumbent in this activity.

Upgrade of College Enterprise Portal software. Incumbent will play lead role in developing and carrying out implementation plan.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

Incumbent will assess time requirements for project. As the Portal is a core component of the college ERP system, the impact of the upgrade must be thoroughly researched and communicated to all stakeholders. Coordination with the developers for the portal and other integrated applications will be required. Developing and documenting the upgrade process in a test environment will be a necessary precursor to performing the actual upgrade. Thorough planning of the actual upgrade is critical

List the types of resources required to complete this task, project or activity.

Documentation and technical articles provided by vendor. Consultation with in-house expertise. Consultation with vendor and/or outside consultants may be required

How is/are deadline(s) determined?

Since the portal is critical to college business, and the system must be taken offline during an upgrade, opportunities to perform the work are limited and during the actual upgrade, timelines will be very tight. It is essential that realistic timelines and firm deadlines be established, as a large number of people will be involved in the testing and approval process. Missing a deadline can result in a project delay of several months

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.

The Director IT will make final decisions about major changes to the project in consultation with the incumbent. For example, during testing, it may be determined that there is an incompatibility between the upgraded portal application and another critical college application. The incumbent would investigate potential solutions to the problem and determine their impact on system developers and end-users. Based on recommendations from the incumbent, the Director IT would determine the appropriate change necessary for the project

#2 occasional (if none, please strike out this section)

List the project and the role of the incumbent in this activity.

Incumbent is the point of contact with the external third party vendor project teams.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

Incumbent will co-ordinate with all project team members to schedule meetings for the purpose of reviewing and assuring established IT guidelines are practiced. This will involve documentation and following up with team members. Incumbent will assist project team(s) in acquiring network gear, configuring project items and providing required information necessary to complete project. Incumbent must be able to manage these requests within his/her own workload demands. Incumbent must be able to integrate the work styles of others and resolve minor conflicts.

List the types of resources required to complete this task, project or activity.

Physical resources - network infrastructure required to complete projects. Documentation and past experience may also be referenced.

How is/are deadline(s) determined?

Normally, project team is asked to provide a proposed deadline, however incumbent may alter time lines based on knowledge of the project. Incumbent may establish tasks/milestone deadlines based on availability of equipment.

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 would notify the project leader if adjustments to the project were needed - incumbent would make decisions about how he/she would prioritize own work schedule. For example, the network circuit used for internet access is down. The incumbent will see if his/her schedule can be adjusted so that other tasks are completed while troubleshooting the network issue thereby keeping his/her part of the project on time.

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
☐		Minimal requirement to guide/advise others. The incumbent may be required to explain procedures to other employees or students.	
X	☐	There is a need for the incumbent to demonstrate correct processes/procedures to others so that they can complete specific tasks.	Assist Helpdesk on how to fix an issue they have never seen before. Change to Helpdesk network scripts allow helpdesk to perform day-to-day duties

X

☐

The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.

Assigned the task of further technical lead for diagnosis and resolution of an escalated operational issue via a ticket. Areas of investigation include application client and server status, network data flow and related system dependencies.

Recommends course of action to other NSAs & Service Desk staff in situations not covered by standard procedures/guidelines/configurations. E.g. Provides solution to technical problem that is not part of Service Desk skill set or are unfamiliar to other NSAs.

As lead technical contact, Incumbent advises and recommends a course of action for the purpose of performing day-to-day activities to other NSA colleagues. This also occurs within cross-training sessions when dealing with a new system or major systems change.

☐

X

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.

Establish technical process for assigned specialty area and responsible to ensure all members of team are trained and monitor process to ensure completed correctly on an ongoing basis and retrain as necessary. Ongoing performance issues would be escalated to manager.

☐

☐

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.

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)
Job duties are performed in accordance with general instructions and policies involving changing conditions and problems. Maintains knowledge of current industry/vendor trends and best practices in IT technology sector, and is able to apply that information towards Fleming ITS service design and lifecycle planning.	

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (if none, please strike out this section)
Marginal with respect to procedures - must access software/network/manuals often to complete tasks. Exception: procedures documented by position during its existence. Job duties are performed in accordance with procedures and past practices which are adapted and modified to meet particular situations and/or problems	

How is work reviewed or verified (eg. feedback from others, work processes, Supervisor)?	
Regular and Recurring	Occasional (if none, please strike out this section)
Reviewed at the completion of a project, at regular meetings as needed, and at project based formative evaluation meetings	

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)
Decisions that involve team interdependencies	

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)
Major systems outage, new technical problems , technologies outside of best expertise unplanned contingencies, approval for exceptions to established policy or practice, capital planning and recommendations.	

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	Occasional (if none, please strike out this section)
Fully accountable for ensuring that the maintenance is researched, performed correctly, thoroughly tested, completed in a timely manner, well documented and meets expectations of client(s). Creativity is required in identifying alternate solutions, to unforeseen problems. There are many choices and rarely one right answer thus individual has tremendous latitude to originate, design and implement creative solutions. The process is outcome driven so either the system works and this can be measured or there are needed modifications which reflect considerable freedom to act independently to solve problems as, or before they occur	

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?		
Authorized requests from HOD to set up computer accounts	HOD provides all relevant information and level of security assigned; account is set up based on these specifications	Students/Staff/Faculty	D
Prediction of issues before they are reported by users.	Due to Market place changes, new technologies emerge that will impact our delivered services. Incumbent supporting service proactively changes services to adapt to new impacts before they are experienced by end users	Students/staff/faculty	M
Front line contact for Helpdesk - NSA Hotline. Incumbent to handle escalated issues.	Incumbent asks questions of the client to ensure a full understanding of a problem, issue or question	Staff	W
Follow up on issue arising from bi-weekly briefing.	Incumbent needs to understand customer needs. Incumbent will customize service based on customer needs. Communicate with customer.	Staff/Faculty	W

New technologies available in the market (ie Office 2016)	Incumbent must investigate and analyze options in order to determine a solution. Incumbent must foresee and resolve problems that may impede the customer's needs. Service is then delivered proactively. Best practices and industry standards may be referenced.	Students/Staff/Faculty	I
Application Request submitted via the portal.	Identify that all software and license requirements have been met. Perform test install to identify problems. Incumbent develops and implements a customized install to resolve problems and satisfy customer needs. Develop and document the automated install process. Electronic communication and personal meetings with requester to verify application is working correctly and all issues are resolved. Lastly, incumbent installs the application into a master image follows up with the requestor.	Faculty and support staff	W
Electronic Service Request. A number of predefined services can be requested via the College Portal and are received by incumbent electronically by e-mail or through the IT support ticket system.	In many cases, details of request will be well defined and can be performed without further information from customer. In some cases customer must be contacted for further information.	Students/Staff/Faculty	W

* 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	Computer questions Questions, problems, regarding facilities	College Community Outside users e.g. MNR	D I
Explanation and interpretation of information or ideas	Support/Problem resolution, updates Sharing information & collaboration on projects Technical support and information	Colleagues at other institutions Hardware/software vendors	D W D
Imparting technical information and advice	Support/Problem resolution for IT services. Software needs and requirements. Software needs assessment and agreement as it relates to departmental applications. Access control of existing and new IT services. Perform cross-training sessions when dealing with a new system or major systems change to NSA colleagues.	Faculty, staff, students Faculty/staff Co-workers	D W M
Instructing or training			
Obtaining cooperation or consent	New toolset introduction to internal ITS staff. The incumbent works with the helpdesk to explain the "common" goal and achieves acceptance of the new toolset.	Internal IT staff	M
Negotiating			

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

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 at keyboard	D			X	X		
Lifting/moving Medium loads Please note below in appropriate	M	X			X		
Cabling install	M	X				X	
Lifting/moving Heavy loads Please note below in appropriate	I	X			I		

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

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)

X Heavy (over 20 kg or 44 lbs)

Lifting boxes of network equipment, servers, PCs or equipment.
Moving Heavy UPS(w/lead batteries) Server Racks, Servers

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
Final Lab image checklist and compiling	M			X
Can concentration or focus be maintained throughout the duration of the activity? If not, why? ☐ Usually ☒ No • Incumbent is the only person who can be called upon to deal with an issue, focus is broken when interrupted and incumbent must take steps to confirm the configuration before continuing. • Interrupted by Director to deal with a time sensitive issue, may take hours to return to activity thus focus lost.				

Activity #2	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Cutover of newly upgraded network services (patching, Anti-Virus)	M			X
Can concentration or focus be maintained throughout the duration of the activity? If not, why? ☐ Usually ☒ No • Incumbent is the only person who can be called upon to deal with an issue, focus is broken when interrupted and incumbent must take steps to confirm the configuration before continuing. • Interrupted by Director to deal with a time sensitive issue, may take hours to return to activity, thus focus lost				

Activity #3	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Can concentration or focus be maintained throughout the duration of the activity? If not, why? ☐ Usually ☐ No				

* 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)*
☒ acceptable working conditions (minimal exposure to the conditions listed below)	Office environment	D
☒ accessing crawl spaces/confined spaces	Accessing raised floor for cabling and power requirements.	M
☐ dealing with abusive people		
☐ 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		
☒ smelly, dirty or noisy environment	Noisy server room exposure most of the time is limited to duration less than 1 hr Daily. During upgrades, outages the period can be a full day duration monthly	D,M
☒ travel	Between campuses – 1-2 x annually	I
☐ working in isolated or crowded situations		
☐ other (explain)		

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