Provincial Job Description

TITLE:

(058) Information Technology Support Working Supervisor

PAY BAND:

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FOR FACILITY USE:

SUMMARY OF DUTIES:

Provides technical and supervisory guidance to Information Technology Technicians. Provides technical support, deployment, installation and maintenance of all information and network systems.

QUALIFICATIONS:

♦ **Computer Systems Technology diploma**

KNOWLEDGE, SKILLS & ABILITIES:

♦ **Advanced computer skills**
♦ **Communication skills**
♦ **Interpersonal skills**
♦ **Research skills**
♦ **Organizational skills**
♦ **Analytical skills**
♦ **Problem solving skills**
♦ **Valid Driver's license, where required by the job**

EXPERIENCE:

♦ <u>Previous</u>: **Thirty-six (36) months previous experience as an Information Technology Technician in a highly integrated network environment to consolidate knowledge and skills.**

KEY ACTIVITIES:

A. <u>Leadership / Supervision</u>

♦ **Provides training/guidance and support for help desk technicians.**
♦ **Supervises, prioritizes workload, schedules staff and deals with staff payroll issues.**
♦ **Provides input into staffing and performance evaluations and performance reviews.**
♦ **Ensures network security is maintained.**
♦ **Develops performance indicators and monitors performance.**
♦ **Liaises with other departments regarding help desk support.**
♦ **Leads projects when designing and implementing support centre systems.**
♦ **Assists with various information systems projects.**
♦ **Assists with the management and analysis of computer related resources.**
♦ **Documents support problems and their resolutions.**
♦ **Tracks and assigns unresolved problems to appropriate information technology staff, ensuring all resolutions are recorded.**

B. <u>Technical Support</u>

♦ **Provides end users with hardware and software support.**
♦ **Troubleshoots hardware/software problems.**
♦ **Researches new hardware and software applications.**
♦ **Documents all computer assets and other information systems equipment.**
♦ **Investigates/analyzes reported problems.**
♦ **Prioritizes competing problems.**
♦ **Researches and implements solutions for new services, support, problem identification and incident management.**
♦ **Documents all support calls/requests and action(s) taken in the department database.**
♦ **Provides backup services.**
♦ **Develops disaster recovery procedures.**
♦ **Set up and maintain network accounts.**

C. <u>Deployment</u>

♦ **Certifies and tests all new hardware/software applications.**
♦ **Coordinates deployment of computer equipment.**
♦ **Configures computers with a wide variety of software.**
♦ **Performs data transfer from computer to computer.**
♦ **Upgrades software and hardware.**

The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.

Validating Signatures:

CUPE: *SEIU:*

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SGEU: *SAHO:*

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Date: June 16, 2022