



Provincial Job Description

TITLE: (058) Information Technology Support Working Supervisor **PAY BAND:** 16

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
- ◆ Certification (Microsoft Certified Systems Engineer), where required by the job
- ◆ Communication and interpersonal skills
- ◆ Research and organizational skills
- ◆ Analytical and problem solving skills

EXPERIENCE:

- ◆ **Previous: 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. Leadership / Supervision

- ◆ Provides training/guidance and support for help desk technicians.
- ◆ Supervises, prioritizes work load, 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. Technical Support

- ◆ 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 to for new services for support, problem identification and incident management.
- ◆ Documents all support calls/requests and action(s) taken in the department database.
- ◆ Provides backup services (e.g., tape retrieval and distribution, maintenance of backup records and tape storage).
- ◆ Develops disaster recovery procedures.
- ◆ May set up and maintain network accounts.

C. Deployment

- ◆ **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.

Any revisions of this document recommended by the Joint Job Evaluation Maintenance Committee must be approved by the Parties.

Validating Signatures:

CUPE:

SEIU:

SGEU:

SAHO:

Date: 2005

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