1. POSITION IDENTIFICATION

<table>
<thead>
<tr>
<th>Department Name:</th>
<th>Vancouver Campus IT Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Number(s):</td>
<td>00123600</td>
</tr>
<tr>
<td>Current Position Classification:</td>
<td>Technician</td>
</tr>
<tr>
<td>Department Position Title:</td>
<td>Service Desk Agent</td>
</tr>
<tr>
<td>Evaluating Supervisor’s Title:</td>
<td>Info Tech Professional I</td>
</tr>
<tr>
<td>Date Completed:</td>
<td>April 18, 2018</td>
</tr>
<tr>
<td>Part 1 is being completed by:</td>
<td>☑ Evaluating Supervisor</td>
</tr>
<tr>
<td></td>
<td>☐ Employee</td>
</tr>
</tbody>
</table>

FOR USE BY HUMAN RESOURCES

| Classification & Grade Approved: | Technician, Grade 8 |
| Effective Date: | April 18, 2018 |
| Approved by: | |
| Next Review: | ----------------- |

2. POSITION SUMMARY
A summary of the major functions of the position in three or four sentences.

Provides comprehensive customer service and technical oversight for the Service Desk. Maintains client satisfaction with IT service delivery by acting as the first point of contact between clients (e.g. students, faculty, researchers and staff) and IT Services using multiple contact channels including phone, on-line support and walk-in support. Provides information and assistance to clients in the use of software applications, hardware and technology services including, but not limited to, user accounts, printing, network connectivity, email and calendaring and technology equipment bookings. Monitors incidents reported by clients to the Service Desk and responds to end users regarding information system problems and troubleshooting. Provides direction and training to junior technical staff; and assigns and checks their work.

3. MAJOR FUNCTIONS
List the duties and responsibilities of the position in order of frequency (i.e., (D) Daily; (W) Weekly; (M) Monthly; (S) Semester)

1. Provides comprehensive customer service and technical support to clients (e.g., students, faculty, researchers and staff) by assisting in the use of software applications, hardware and technology services including, but not limited to, user accounts, printing, network connectivity, email and calendaring and technology equipment bookings. (D)

2. Provides first point of contact for students, faculty, researchers and staff for walk-in or phone support by logging, responding to and/or troubleshooting client questions received via phone, chat, walk-up, email or the service management application. (D)

3. Provides initial diagnosis and troubleshooting to clients on hardware and software issues (e.g., desktops, email and calendaring), printing, network connectivity (e.g., wireless), and technology services (e.g., audio visual) by using other tools such as the Service Desk knowledge base and remote support software.
Refers unresolved matters to appropriate technical staff and ensures the timely completion of escalated service calls. (D)

4. Logs all incidents and service request details, assigns categorization and prioritization in accordance with the Service Desk policies and procedures to resolve incidents and fulfills service requests in a timely manner. Monitors and follows up on the completion of outstanding service calls. (D)

5. Monitors new/active/resolved tickets in the ticketing system. Ensures service levels for end users are met by reviewing ticket response, communicating with clients, triaging requests and updating ticket information. (D)

6. Acts as a point of escalation for frontline help desk staff by assisting with in-person client issues/requests or by handling escalated tickets in the ticketing system. Responds to issues regarding common help desk questions, such as network access, learning management system and printing support. For complex problems, escalates to higher levels within IT Services by following established procedures. (D)

7. Configures university-owned computers and peripheral equipment (e.g., printers) for client use in labs, theatres, classrooms and other campus spaces. Maintains and upgrades computer systems, software, and hardware on Windows and OSX computers utilizing computer systems management tools for software application management, image deployment, and centralized policy management. (D)

8. Acts as the group leader by providing guidance and assistance to junior technical staff. Assigns work by immediately dispatching a technician, assigning a ticket, or adding the requested work to the work schedule to ensure that it is or will be completed. Checks and follows up on the quality of work performed. Composes a daily schedule of assigned duties and breaks as required. (D)

9. Processes bookings, work orders and other requests for equipment, materials, audio/video recording and other services by entering pertinent data into the reservation system and producing daily reports to facilitate the scheduling of equipment, materials, and services. (D)

10. Ensures work areas are clean and tidy by storing equipment, materials and supplies in their assigned areas. (D)

11. Provides individual and group training to junior technical staff on support procedures for hardware, software, operating systems and equipment by explaining troubleshooting procedures and demonstrating the proper use, operation, and minor maintenance of equipment or systems; visiting the computer labs and lab service locations to ensure staff are adequately trained in the activities of the department. Delivers, participates in and contributes to the semesterly training sessions for junior technical staff by providing specialized training in services offered at the help desk. (W)

12. Operates and configures specialized server-based applications for computer lab management, digital signage, by installing configuring, monitoring and maintaining server operating systems and server application software. (W)

13. Creates and maintains technical and client-facing documentation by updating the internal document management system and publishing to the departmental website to ensure common client issues, and systems and services are appropriately documented and described. Reviews articles submitted for inclusion in the help desk knowledge base. (W)

14. Consults with internal and external clients by recommending operational and technology solutions that fulfill user requirements and enhance the client experience. When user is unable to make an informed decision, decides upon appropriate technology. (W)

15. Maintains familiarity with and ensures university and departmental policies and procedures are followed. In consultation with the Manager, assists in the design and evaluation of new departmental procedures. Discusses potential financial and client impacts with management. Creates supporting documents (checklists, forms, etc.) to support new policies and procedures. (M)

16. Consults with instructors and other clients to maintain an optimal computing environment to support instructional and other needs by performing research online to obtain hardware and software product availability, pricing, and specifications; advising and coordinating the acquisition of appropriate hardware and software; and planning and coordinating hardware and software upgrades. (M)
17. Installs new computing equipment by unpacking materials; interpreting instructions and specifications; and assembling, configuring, connecting, testing, and integrating components for capital upgrades and to provide new and improved resources for the University.

18. Liaises with internal staff and vendors regarding provisioning and troubleshooting of servers, storage, networking, and specialized software and hardware, such as the print management system and room management systems, to maintain and improve the level of service, functionality, reliability, and security. (S)

19. Maintains currency in new technology, evaluates equipment and software by reading, studying, and compiling requirements and specifications, attending equipment exhibits, workshops, or examining and/or operating equipment, to provide technical consultation or equipment evaluations to the manager. (S)

20. Participates in team meetings and provides feedback and ideas for improvement opportunities as required. (W)

### 4. MINOR FUNCTIONS
List duties and responsibilities that occur annually and periodically throughout the year.

1. Provides coverage for other technical staff during breaks, absences, illness, vacation, etc.
2. Trains replacement and back-up staff, as required.
3. Performs other duties and responsibilities consistent with the job description, on request.

### 5. LEVEL OF INDEPENDENCE
Check one box that best describes the level of independence that can be exercised within the position by a fully trained employee.

- [ ] a) Work is provided with specific instructions describing how and when it should be completed.
- [ ] b) Work is provided with general instructions. The employee makes choices about how the work will be completed within deadlines.
- [x] c) Work is self-directed by the employee. The employee determines what work needs to be completed and when it should be completed to meet deadlines.
- [ ] d) Work is assigned on a project-by-project basis in the form of broad objectives. The employee evaluated what work needs to be completed within general time frames. Provide examples of project work:
6. TRAINING EXERCISED
If the position provides training, check each description that applies.

☐ a) Not required to provide training to other individuals.
☒ b) Explains how work is performed in his/her own position to individuals in other positions performing the same or similar work (includes training replacement employees).
☒ c) Provides one-on-one specialized training to other individuals. Considered a specialist in a particular area or field of study. Positions at this level may be designated as the resident department expert.
☐ d) Provides one-on-one training to individuals in other positions. Must have a good understanding of the work of the other positions. Positions at this level may be designated as group leaders or work leaders.
☒ e) Conducts training seminars for groups. Training seminars are normally scheduled and follow a prescribed format. May also develop or assist in the development of training seminars.

7. DIRECTION EXERCISED
Check each description that applies.

☐ a) Not required to provide direction to other individuals.
☒ b) Assigns and/or checks work of other individuals.
☐ c) Schedules, assigns, and checks work of other individuals.
☐ d) In addition to C, establishes work priorities for a unit.
☐ e) In addition to C and D, guides project teams.

8. INTERNAL AND EXTERNAL CONTACTS
List internal and external contacts (i.e., specific positions within own department, other departments, students, faculty, on/off campus vendors, etc.), the duration of each contact (i.e., less than 1 hour at a time, 1-2 hours at a time, more than 2 hours at a time), and the frequency of each contact (i.e., occasional, frequent, or continuous).

<table>
<thead>
<tr>
<th>Type of Contact</th>
<th>Duration</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructors</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Students</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Faculty</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Staff (own and other departments)</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Off-campus (faculty, guest speakers, conferences, etc.)</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>Internal technical experts</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
</tbody>
</table>

9. IMPACT OF ERRORS
Common Errors: Provide a few examples of the most common errors which normally occur in the performance of the work.

- Error in logging, coding incidents and service details in the system
- Scheduling errors, e.g. double-booking, incorrect room/date/time
- Problematic equipment not labelled or removed from service

Uncommon Errors: Provide a few examples of most uncommon errors which infrequently occur in the performance of the work.

- Incorrect installation or misconfiguration of equipment.
9. IMPACT OF ERRORS

Common Errors: Provide a few examples of the most common errors which normally occur in the performance of the work.

- Miscommunications with clients may result in the equipment not working as expected
- Central configuration errors result in non-functional computers across multiple labs and classrooms, e.g. group policy configuration errors

10. EFFORT

Describe concentrated periods of auditory (hearing/listening); visual (seeing); perceptual (understanding/comprehending); and physical dexterity (finger/hand movements, eye/hand coordination, lifting, carrying, pushing, pulling, reaching etc.). For each example of effort, indicate the concentrated duration (less than 1 hour at a time, 1-2 hours at a time, more than 2 hours at a time) and frequency (occasional, frequent, continuous).

<table>
<thead>
<tr>
<th>Type of Effort</th>
<th>Duration</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working on computers (non-confined sitting)</td>
<td>1-2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Physical Dexterity: keyboarding</td>
<td>1-2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Standing/walking</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>Auditory (hearing/listening)</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Receiving and understanding verbal and written requests from non-technical persons</td>
<td>&lt; 1 hour</td>
<td>Frequent</td>
</tr>
<tr>
<td>Analyzing and/or correcting equipment, hardware and software issues</td>
<td>1-2 hours</td>
<td>Frequent</td>
</tr>
<tr>
<td>Crouching, bending and kneeling</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>Lifting and/or carrying heavy equipment</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
<tr>
<td>Pushing and pulling carts and other equipment</td>
<td>&lt; 1 hour</td>
<td>Occasional</td>
</tr>
</tbody>
</table>

11. WORKING CONDITIONS

a) Describe the place(s) where work is performed such as office environment, laboratory, outside work site, etc. Also identify the number of hours (of the total hours worked per week) spent in the place(s).

<table>
<thead>
<tr>
<th>Location</th>
<th>Hours spent as a total of hours worked per week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office/help desk</td>
<td>varies</td>
</tr>
<tr>
<td>Classrooms, labs and various locations at the Vancouver campus</td>
<td>varies</td>
</tr>
</tbody>
</table>

b) Describe any uncomfortable and/or distracting conditions in the work place(s) which an incumbent is exposed to on a regular basis and the frequency of the exposure. (e.g. interruptions, distracting noise, unpleasant odours, dust, drafts, inks, dyes, cleaning agents, toner for printers, temperature extremes, heavy dust conditions, wetness, fumes, vibrations, etc.)

<table>
<thead>
<tr>
<th>Uncomfortable Conditions</th>
<th>Frequency of Exposure (Occasional, Frequent, or Continuous)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interruptions</td>
<td>Frequent</td>
</tr>
<tr>
<td>Distracting noise</td>
<td>Occasional</td>
</tr>
</tbody>
</table>
11. WORKING CONDITIONS

Dust
Occasional

Toner for printer, cleaning agents
Occasional

(c) Describe any uncomfortable and/or distracting conditions in the workplace(s) which an incumbent is exposed to on a regular basis and the frequency of the exposure. (e.g. interruptions, distracting noise, unpleasant odours, dust, drafts, inks, dyes, cleaning agents, toner for printers, temperature extremes, heavy dust conditions, wetness, fumes, vibrations, etc.)

<table>
<thead>
<tr>
<th>Potential Health or Safety Hazards</th>
<th>Frequency of Exposure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dealing with complaints and/or verbal abuse</td>
<td>Frequent</td>
</tr>
<tr>
<td>Repetitive finger, arm and wrist movement</td>
<td>Frequent</td>
</tr>
<tr>
<td>Climbing (heights about five feet)</td>
<td>Occasional</td>
</tr>
</tbody>
</table>

12. CONTINUING EDUCATION
Check each description that applies.

☐ a) Does not require any continuing education.
☐ b) Requires learning new university/department related procedures and/or methods.
☒ c) Requires learning new procedures and/or methods acquired through reading non-university/department publications.
☐ d) In addition to B and C, requires registration in formal seminars, training sessions, workshops, conferences, etc.
☐ e) In addition to B, C, and D, requires registration in post-secondary courses (one semester/equivalent).

13. QUALIFICATIONS
Minimum required to satisfactorily perform the work.

Formal education qualifications: identify the highest level of formal schooling required.

High school graduation and two years post-secondary education or a formal certificate or diploma program equivalent in computing science.

In addition to formal education, identify the certification or program of study required.

None

In addition to the above qualifications, the number of years of minimum experience are:

2_____ Years
### 13. QUALIFICATIONS
Minimum required to satisfactorily perform the work.

**Check one:**

- An equivalent combination of formal education, certificate/program of study and experience is acceptable.

- An equivalent combination of education, certificate/program of study and experience is not acceptable because: (please explain)

**Occupational Skills:** Identify skills specifically required to perform the work of the position.

- Excellent knowledge of common software applications for web browsing, office productivity, email, and anti-virus.
- Good knowledge of troubleshooting, computers, software, mobile devices, networks, and operating systems (e.g., Windows, OS X, iOS and Android).
- Good knowledge of desktop management tools (e.g., Active Directory) for deployment and configuration management.
- Excellent problem solving, time management and organizational skills.
- Excellent interpersonal and customer service skills.
- Excellent communication skills (e.g., verbal, written, and presentation).
- Excellent prioritizing and multi-tasking skills.
- Ability to resolve complex hardware and software problems.
- Ability to exercise mature judgment and to work on own initiative.
- Ability to exercise tact and handle confidential material with discretion.
- Ability to assign and check the work of other staff.
- Ability to provide one-on-one and group training to other technical staff regarding the proper use, operation and minor maintenance of equipment or systems.
- Ability to work effectively as a member of a team.

**Occupational Requirement(s):** Identify non-skill requirements to perform the work such as ability to work shifts and/or be on-call; ability to travel periodically outside the lower mainland; have a valid driver's license; ability to lift, move or carry equipment or materials over 10 kg; etc.

- Ability to lift and/or carry items weighing up to 25 kg.
- Ability to work flexible hours including early mornings, evenings and weekends on short notice.
- Ability to work additional hours and overtime, as required.