University of Victoria
Cupe Local 951 Position Description

JOB: Technician/PB10B

TITLE: Computer Technician

DEPARTMENT: Library Systems

POSITION NO: 997382, 997383, 997384, 997385

SUPERVISOR: Head, Library Systems

LAST UPDATED: September 2017

SUMMARY:

Library Systems implements and maintains computing technologies supporting the Libraries’ operational requirements and furthering its strategic goals. Operating within the framework established by University policy, Library Systems seeks to maximize the benefits of information technologies for librarians and staff, and all those whom we serve.

As part of a team responsible for the integration of information technology in support of the Libraries' mission, the Technician supports staff and student desktop computing within the Libraries, with a primary focus on the installation, configuration, and troubleshooting of computers, peripherals and software in a predominantly Windows environment. Technicians report to the Head of Library Systems and work under the direction of the Senior Technical Analyst.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility: Configuring workstations and other computing equipment for deployment/redeployment (35%)

Duties:
- Install operating systems and software for staff and lab computer deployments, in standard and specialized configurations
- Ensure all patches, updates and security settings are correctly applied
- Use automated deployment tools such as Ghost and Sysprep to expedite equipment configuration
- Migrate client files and settings to new equipment as appropriate
- Join new workstations to the Active Directory in the appropriate logical container
- Physically deploy equipment, including placement of workstations, monitors and peripherals on desks or racks, attaching cables and electrical cords, securing cables and equipment
- Configure networking, printing and related services
- Provide one on one technical training and orientation for new library staff in the use of computers, file shares, printers and aspects of the Library’s computing environment
- Deploy printers, scanners and other network-attached devices
• Upgrade RAM, Hard drives and other components as needed
• Research compatible RAM, hard drives and other required components and develop specifications for purchase
• Troubleshoot and repair printers, replace fusers and other components as required
• Contact vendors and coordinate site visits to repair equipment
• Pack and prepare equipment to be shipped out for off-site repairs

2. Responsibility: Provide technical support services to Library Staff (30%)

Duties:
• Troubleshoot and resolve computing-related problems in person and over the phone at Tier 1 & 2 technical support levels, including problems relating to hardware, software, networking, printing, mobile devices and peripherals
• Monitor the help ticket queue and respond to problem reports and requests for assistance in a timely fashion
• Coordinate with other technicians to prioritize responses effectively and avoid duplication of effort
• Escalate problems to systems administrators and manager as appropriate
• Assist Library staff with the use of the University’s web content management system (Cascade)
• Assist Library staff with the use of the Library’s Connect sites (SharePoint), including the setup of new Connect sites on request, and managing permissions and requests for access

3. Responsibility: Recordkeeping, Inventory Management, and Documentation (25%)

Duties:
• Ensure nodes are correctly entered in the campus network database and updated as necessary
• Add and remove users and equipment to/from Active Directory containers as required
• Maintain inventory of basic supplies including cabling, adaptors, keyboards, mice, monitors, printing supplies, and other equipment/consumables as needed
• Prepare requisitions for materials and software
• Maintain records of software licenses
• Maintain software inventory
• Maintain physical storage areas for computing equipment
• Coordinate equipment disposal with Purchasing Services
• Write help files and other documentation for clients and Library Systems staff as required

4. Responsibility: Technical setup for meetings/classes/webinars (5%)

Duties:
• Ensure required software is installed, configured and tested in Library classrooms prior to events
• Assist presenters with equipment setup

5. Responsibility: Coordinate with University Systems Helpdesk (5%)
Duties:
• Coordinate with University Systems helpdesk to provision, troubleshoot and make changes to centrally managed services such as Exchange email accounts, central storage, print services, netlink IDs, network port activations

REQUIRED QUALIFICATIONS:

Skills:
• Ability to communicate effectively (oral and written) with staff of varying levels of technical knowledge
• Ability to work independently and within a team
• Ability to balance varied responsibilities and work effectively in a demanding and continually changing environment
• A proactive approach to acquiring knowledge and upgrading technical skills related to the position
• A strong and demonstrated interest in computing technologies
• Good physical health, sufficient strength, stamina and coordination to perform a variety of routine heavy manual tasks

Specialized Knowledge/Education:
• A college diploma in a related technical field (or equivalent education and experience)
• Relevant technical certifications and coursework, for example Microsoft Certifications, or successful completion of skills upgrading courses from a recognized provider
• Comprehensive knowledge of Windows system deployments in the context of large organizations
• Demonstrated knowledge of installing, configuring and troubleshooting computer hardware, software, peripherals and networking in a Windows environment
• Knowledge of networking and security
• Enhanced training in Cascade and SharePoint
• Knowledge of Mac OS X, mobile device operating systems (iOS, Android) and configuration and printer maintenance

Experience:
• Minimum two years’ experience in technical support position

Employee’s Signature: Date:

Supervisor’s Signature: Date: