PEA Job Description

1. Position Identification

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<th>Position Number</th>
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<td>992807, 992808, 992878, 993074, 993715, 994079, 994103, 994133, 994173, 994193, 994247, 994315, 994391, 994568, 999010, 999013, 999014, 999015, 999017</td>
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<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Desktop Support Analyst</th>
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<tr>
<th>Department:</th>
<th>University Systems</th>
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<tr>
<th>Reports to:</th>
<th>Desktop Support Services Manager</th>
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<th>Number of Direct/Indirect Reports</th>
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<td>Direct_______ Indirect__________</td>
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<tr>
<th>Classification Level</th>
<th>SG 7</th>
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<th>Last Updated</th>
<th>January/2018</th>
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2. Position Summary

University Systems (http://www.uvic.ca/systems/) serves a diverse client base including students, faculty and world-renowned researchers. We consist of three major units: Academic & Administrative Services, Infrastructure Services, and UVic Online, all working together to provide computing, communications and technology in support of the university's learning, teaching, research and administrative activities. We support high profile research projects like VENUS, NEPTUNE and ATLAS and work as part of the BCNET consortium. We exist in a complex work environment where we must effectively navigate complex, cutting edge and ever-changing technology, and information security and privacy issues in order to be the best information systems organization in the Canadian university system.

The Desktop Support Services team works closely with the Computer Help Desk and all other units in University Systems to provide support for all services offered by University Systems as articulated in the University Systems Service Catalogue; we facilitate the use of technology at the university and help to resolve any problems that users may encounter.

Reporting to the Manager of the University Systems Desktop Support Services team, the Desktop Support Analyst will be responsible for desktop computing support by providing advice and assistance in all aspects of desktop computing to our clients in academic and administrative university departments. This includes providing timely, accurate solutions to problems our clients encounter in using Microsoft Windows and Macintosh computing technologies (laptop and desktop computers, mobile devices, printers and other peripherals) in their daily work. In addition, responsibilities include participating in projects, providing one-on-one and small group training sessions, keeping accurate and up to date technical documentation of the supported departments, and accurately documenting requests for technical assistance and associated problem resolution.

Working with the Computer Help Desk and the Client Technologies Senior Technical Analysts, the Desktop Support Analyst will be responsible for small projects and act as a project resource. This position will work within the University Systems project management processes to implement new infrastructure, refresh desktop hardware, produce required documentation, and plan regular maintenance of project deliverables.

This position requires the ability to demonstrate diplomacy, tact and patience when working with faculty, students, and staff who have varied levels of computer experience. The
The successful candidate will effectively manage a significant number of concurrent issues while contending with frequent in-person, telephone and e-mail interruptions.

Our normal business hours are 8:30 AM to 4:30 PM, while client-facing service entities may be open from 8:00 AM to 11:00 PM; system maintenance may be performed off-hours and major issues are responded to on a 24/7 basis. This position may be required to attend out of normal working hours.

### 3. Key Responsibilities and Expectations

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<th>Key Responsibilities</th>
<th>Expectations</th>
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<td>% of time</td>
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| **Delivery of Desktop Support Services 75%** | • Researches and solves problems reported by end-users including PC hardware, software, smart phones, printers, and network connectivity  
 • Maintains departmental Microsoft Active Directory structure including computer objects, group policies and security groups  
 • Escalates when appropriate to subject matter experts in other areas or University Systems  
 • Maintains an inventory of all computing equipment in the supported department  
 • Gathers end-user hardware requirements and recommends appropriate standards developed by the University Systems Technology Solutions Centre  
 • Continuously learns about emerging technologies in the areas of managed Windows and Macintosh computing environments, Microsoft Office and enterprise collaboration technologies  
 • Provide one-on-one and small group training on general computing related topics |
| **Trouble ticketing and documentation 15%** | • Tracks, prioritizes and responds to all incidents and service requests using in-house trouble ticketing systems  
 • Tracks all time related to the resolution of an incident or service request in trouble ticketing systems  
 • Tracks problem resolution details in trouble ticketing systems  
 • Develops and maintains departmental specific documentation as it relates to desktop support in support of knowledge sharing and learning  
 • Documents the use and maintenance of new and existing infrastructure and software specific to supported departments  
 • Develops and maintains project documentation in accordance with the University Systems Project Management Process |
| **Project and other related activities 10%** | • Identify projects pertaining to clients supported by Desktop Support Services that are required and develop project proposals/plans  
 • Creates necessary project documentation for the planning, execution, and completion of projects  
 • Organize project resources to complete project work  
 • Oversee project tasks and provide regular updates to project team and stakeholders  
 • Document, monitor and ensure deliverables can be successfully maintained and used by the campus  
 • Acts as a technical resource and subject matter expert on a wide range of projects |
4. Classification Factors:

**Problem-Solving:**

- Requires analysis of varying problems as well as judgment in the identification of solutions, which are not always easily found. Solutions are generally guided by procedures, policies and precedents. Investigation is sometimes required to modify methods and procedures.
- If there is an interruption or degradation of the end-users computing environment, this position must be able to determine the cause and take corrective action. Cause and resolution may be unclear. Must be able to act effectively under pressure and contribute or directly diagnose and correct problems.
- Gathers and analyses client requirements and makes recommendations on computer hardware purchases based on University identified standards.
- In the event that solutions to problems cannot be found, escalates to senior technical resources in Desktop Support Services, the Computer Help Desk, Client Technologies or other subject matter experts in University Systems.

**Responsibility for Financial & Material resources:**

- Provides recommendations on purchasing decisions for end-user hardware and software.
- Shared responsibility for computing equipment on campus typically ranging up to $200K in value.
- Shared responsible for maintaining software patches and security of client data.
- Has no formal budget authority.

**Responsibility for Human Resources:**

- Receives supervision from the manager, Desktop Support Services
- Works within clearly defined practices, procedures and policies. Objectives/priorities are set by supervisors to meet the needs of clients
- Work is checked or reviewed periodically for progress, adequacy and effectiveness. Guidance is readily available and when there is difficulty meeting the workload, consultation with the supervisor is required.
- No formal supervisory responsibilities. May participate in job competition selection committees
- Provides technical guidance and mentoring to other less experienced co-workers. As required and to other staff on projects etc.

**Impact of Decisions and Actions:**

- Responsibility for delivery of Desktop Support Services to faculty and staff in academic and administrative units at the university
- This position must be able to act efficiently under pressure and be able to quickly and accurately diagnose and correct problems that our clients experience with their computing environment.

**Independence:**

- Makes independent research and analyses of varying problems as well as judgment in the identification of solutions, which are not always easily found. Solutions are generally guided by procedures, policies and precedents. However, investigation is sometimes required to modify methods and procedures and to create new ones.
- Gathers and analyses client requirements and makes recommendations on computer hardware purchases based on University identified standards.
• Determine and correct the cause of problems when end-user computing systems (hardware or software) are interrupted, degraded or unstable. Solutions may involve following established procedures or developing a unique procedure to fit the circumstance.

5. Summary of qualifications:

This position will embody the University Systems’ Values: Teamwork, Customer Satisfaction, Communication & Information Sharing, Continuous Learning, Improvement Coaching and Mentoring, Balance Home and Work, and Accountability.

This position requires a Bachelor’s degree in a technical discipline such as computer science or engineering and at least 3 years’ of experience performing the following functions: resolving technical issues in a tier 1/2 technical support role, managing technical projects, and providing training in a technical discipline.

Essential qualifications include excellent oral, written and technical communication skills including the ability to convey technical information to our clients who range from novice to very experienced; excellent interpersonal skills; a thorough knowledge of Microsoft Windows and Macintosh computing environments; demonstrated knowledge of Microsoft Active Directory and Group Policy management in a managed desktop environment; demonstrated knowledge of a large variety of software programs including Microsoft Exchange email and calendaring, Microsoft Office and SharePoint, statistical, and database applications; a thorough knowledge of Ethernet networking techniques; ability to work both collaboratively in a team environment as well as independently; demonstrated ability to work in an effective and organized manner in a complex and challenging environment.

This position requires the ability to demonstrate diplomacy, tact and patience when working with faculty, and staff who have varied levels of computer experience and to effectively manage a significant number of concurrent issues while contending with frequent in-person, telephone and e-mail interruptions. This position may be required to attend out of normal working hours.

The following criteria are considered an asset:
Experience working in a post-secondary education environment or comparable size/complex organization; and/or any relevant technical certification (e.g. ITIL, PMP, HDI, A+, MCSE).

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