UNIVERSITY OF VICTORIA
CUPE LOCAL 951 POSITION DESCRIPTION

<table>
<thead>
<tr>
<th>JOB:</th>
<th>Technician/PB12B</th>
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<tr>
<td>TITLE:</td>
<td>Electronics Technician</td>
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<tr>
<td>DEPARTMENT:</td>
<td>University Systems</td>
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<tr>
<td>POSITION NO:</td>
<td>997379, 997377, 997378, 997376</td>
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<td>SUPERVISOR:</td>
<td>Senior Technical Architect and Technical Supervisor</td>
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<td>LAST UPDATED:</td>
<td>June 2019</td>
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SUMMARY:
University 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 Ocean Networks Canada and WestGrid 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.

Reporting to the Senior Technical Architect and Technical Supervisor, the Electronics Technician works with various teams across the university to install, diagnose and service computing equipment for faculty, staff, and students. This role installs and maintains classroom audio-visual technologies. The Electronics Technician directly supports clients by determining specific symptoms of failure and diagnoses and repairs hardware failures on computers, monitors and printers. The role liaises with computer servicing representatives and suppliers to order parts and request additional technical advice.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility:
Installs, diagnosis, and services Apple and PC desktops, laptops, printers, and other computing equipment. (45%)

Duties:
- Liaises with the client to determine specific symptoms of failures
- Diagnoses and corrects hardware failures, warranty and non-warranty
- Diagnoses and repairs hardware failures on computers, monitors and printers
- Tests hardware
- Determines the costs of repair and estimates the time to repair
- Documents actions performed in a ticket system to track work and to assist with processing the billing of clients where appropriate
### 2. Responsibility:
Coordination, installation, and maintenance of classroom audio-visual equipment and related technologies. (35%)

**Duties:**
- Assist with design of classroom technology implementations
- Process orders for procurement of components of classroom technology implementations
- Support and troubleshoot issues related to classroom technology installations
- Make recommendations for improvements to classroom technology installations
- Fully deploy and test new classroom technology implementations
- Fabricate field-terminable cables and interconnects at on-site installations
- Find solutions to unforeseen or unique conditions during classroom installations

### 3. Responsibility:
Liaise with vendor representatives and suppliers of computer and electronics parts. (10%)

**Duties:**
- Perform the ordering of parts needed for repairs on computing equipment
- Solicit technical advice in the restoring of normal equipment functions
- Discusses and resolves discrepancies between invoices and parts received
- Returns defective products for return merchandise authorized (RMA) and dead on arrival (DOA) situations

### 4. Responsibility:
Maintain technician shop and shop inventory. (10%)

**Duties:**
- Work with other team members to ensure the shop is maintained as a safe working environment.
- Maintain inventory documentation
- Coordinate with technician supervisor minimum inventory levels
- Process orders for acquiring new and replacement shop stock inventory
- Assist with the identification and removal of surplus, recyclable, and disposable materials

### 5. Responsibility:
Performs duties similar in scope and complexity as required.

**Duties:**
- Assist with planning bulk orders of technical equipment to maximize cost savings
- Formulate and submit recommendations to enhance or improve existing policies, procedures, and service delivery

### REQUIRED QUALIFICATIONS:

**Skills:**
- In-depth working knowledge of computers, Microsoft Windows, Apple Macintosh OS, and of Microsoft Office. Strong product and technical knowledge,
- Strong verbal and written communication skills,
- Ability to effectively use interpersonal skills to build working relationships,
- Demonstrated ability to take responsibility and accountability to ensure high quality of work,
- Ability to manage changes in work tasks and effectively work within changed process, structure, requirements,
- Maintain and develop positive professional relationships with existing and potential customers,
- Ability to work independently and take initiative to improve customer support,
- Strong analytical and problem solving skills,
- Must have a valid driver's license.

**Specialized Knowledge/Education:**
- Technical Institute Diploma, trade qualification or equivalent training in electronics
- Dell, and/or Apple qualified technician with current certification
- Valid CompTIA A+ certification
- Crestron and Extron certifications highly desirable
- Knowledge of networking standards, TCP/IP principles and wireless standards
- Thorough knowledge of occupational hazards and precautionary measures relative to safe work practices in an active technician shop

**Experience:**
At least three years of directly related work experience. This experience includes performing complex infrastructure upgrades as it relates to higher education classroom technology.

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<td>Supervisor’s Signature:</td>
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