

IM/IT Technical Support

Client-Service Results

Provision of technical services aimed at ensuring the effective operation of all desktop and user software, hardware, network, and systems for corporate offices of the department.

Key Activities

- Provides and manages LAN/Desktop administration account services for end users; resolves complex technical and administrative problems referred by junior staff; and ensures day-to-day availability of LAN systems and desktop applications.
- Plans, coordinates and participates in the installation and maintenance of desktop and laptop computers, peripheral devices, operating systems, application software of the Local Area Network (LAN) and its connectivity to the Wide Area Network (WAN) and Remote Access (RAS) clients.
- Resolves complex information technology problems; determines client training needs, develops and provides formal training course material and classroom instruction.
- Maintains/updates LAN/Desktop configuration documentation; performs disk and file management functions, and backup/archiving and system/data restoration.
- Monitors network performance, reviews network logs, analyses and reports on various performance indicators; utilizes software utilities for network management; tests new hardware, software and peripheral devices.
- Leads project teams and work groups involved with a wide variety of topics including software releases, hardware upgrades, etc.

Skill

Knowledge of the theories and principles of computer science, network and systems administration, and network security in order to manage LAN/desktop services, provide technical expertise and to recommend improvements to systems, software and network architecture; knowledge of workstation Operating Systems and application software including installation, configuration, maintaining and troubleshooting for WINDOWS95/98/NT, DOS, internet/intranet, main frame emulators, security and encryption applications, diagnostic utilities and numerous specific in-house applications, macros, batch and script files.

NOT INTENDED FOR USE IN DEPARTMENTS

Knowledge of workstation peripherals, including printers, CD reader, touch screens, mice, CD burners, external mass storage devices, tape drives, speakers, modems, Braille printers, screen enhancers, print servers and spoolers in order to keep the systems operational to support the users;

Knowledge of network administration including creating, managing and maintaining user accounts, backup/restores, user and group profiles, rights and permissions; knowledge of workstation hardware including installation, setup and configuration of internal components such as network interface card, ports, RAM, video and sound card, input devices, docking stations and cabling.

Knowledge of departmental policies, standards, directives, and guidelines for IT; knowledge of client organizations and programs to facilitate delivery of IT support services; experience in ensuring compliance with security policies and practices to protect hardware and software investments; experience in supporting IT operations within a client organization and providing expert advice to address client concerns; experience in working within a project environment in order to manage project groups, schedules and timelines.

On-going study and review of the rapidly evolving field of IM/IT in order to provide state of the art service to the client organization and to ensure knowledge of emerging developments in desktop and laptop computers, networking equipment and software to make recommendations regarding new products and vendors.

Communication skills to effectively interface with clients and explain technical issues to individuals with limited understanding of the subject matter as well as persuading them of the need to adhere to policies despite a perception of possible negative impacts; communication skills to deliver training and presentations on complex computer-related concepts

Effort

Intellectual: Effort to diagnose, analyze and resolve IT problems related to a large array of hardware and software issues; effort to identify recurring or linked problems or anticipate problems based on experience with previous software rollouts or upgrades, which involves recognizing problem symptoms, determining causes and developing/implementing technical solutions to complex LAN software, application and hardware problems; judgement is required to determine when a problem should be referred to a senior analyst

Effort is required to develop and deliver training for clients on the use of software; effort to review current commercial off-the-shelf desktop applications and monitors, adjusts/modifies and fine-tunes their performance as required; effort to install/implement LAN software and hardware upgrades and to determine adherence to established change management processes.

Physical: Frequent requirement to move equipment to access other hardware components and to bend, stoop, reach and crawl under desks while installing computer hardware and peripherals; sitting for extended periods of time while keyboarding.

Responsibility

Human Resources: Supervises the work of up to three junior employees and/or students

Financial: No budgetary responsibilities; uses government credit cards in accordance with TB and departmental policies for procurement of goods and services; provides cost/benefit comparisons for IT goods and services to project managers; recommends purchases of hardware

Technical: Maintains, handles and safeguards network servers during configuration, security activities and the implementation of data backup processes; maintains, repairs, distributes and protects desktop and laptop computers, peripheral devices, software, network servers and the LAN network; tests new hardware, software and peripheral devices on loan from suppliers; uses tool kits including hardware software and electronic diagnostic devices; custody and care of computers, software and data for own work

Working Conditions

Physical: Standard office environment when working in client organizations; frequent exposure to confined or restricted spaces, dirt and uncomfortable temperatures while installing and repairing hardware components; working variable hours and working alone on location in the evenings providing support to end user clients

Psychological: Requirement to deal with demanding and sometimes irate clients; daily requirements to meet deadlines and restore essential services under time pressures