

**Job Class Profile: Computer Support Technician****Pay Level: CG-27 Point Band: 534-577**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	4	4	3	4	3	3	3	1	4	
Points	187	67	19	19	90	65	62	21	43	573

**JOB SUMMARY**

The Computer Support Technician performs technical work in the administration of a local area computer network including hardware, software, and the provision of support to end users.

**Key and Periodic Activities**

- Performs daily system monitoring, verifying the integrity and availability of all hardware, server resources, systems, and key processes.
- Reviews system and application logs and verifies the completion of scheduled tasks, such as backups and windows updates.
- Performs regular security monitoring.
- Analyzes operating problems in both hardware and software, and develops and implements changes to rectify the problems.
- Installs new servers, desktops, laptops, and software packages. Installs and tests desktop operating systems, network hardware (i.e. switches, routers, network IP cameras and network printers), new network cabling, and cabling devices.
- Responds to user requests.
- Performs help desk functions and may provide either on-site or remote technical support. Provides computer consultation, advice and services to staff.
- Assembles and maintains computers and various peripherals including printers, monitors, and scanners as well as internal components such as hard drives, network cards, and RAM.
- Assists in the implementation, deployment, and maintenance of local and wide area network components.
- Researches new equipment and applications.
- Communicates with support vendors by placing service calls, co-ordinating the service required, and ensuring its completion.
- Procures requested hardware, software, and services through acquiring quotes, ordering and receiving of items upon approval.
- Provides training to end users on the use of new hardware or software.
- Performs asset inventory reviews and makes recommendations based on findings.
- Set-ups and supports special events including configuring of hardware and software, and physical set-up at event location.

<b>Key and Periodic Activities</b>
------------------------------------

- |   |
|---|
| <ul style="list-style-type: none"> <li>— Performs relocation of equipment.</li> <li>— Provides support to departmental projects.</li> </ul> |
|---|

**SKILL**

<b>Knowledge</b>
------------------

**General and Specific Knowledge:**

- Computer support, and related policies, procedures, trends and developments.
- Hardware, software and related technology.

**Formal Education and/or Certification(s):**

- Minimum: 2 Year post-secondary Diploma in Information Technology or a computer related field.

**Years of Experience:**

- Minimum: 1 to 2 years of experience

**Competencies:**

- Ability to maintain computer systems and networks.
- Ability to provide technology support.
- Strong customer service, analytical, interpersonal and communication skills.

<b>Interpersonal Skills</b>
-----------------------------

- |  |
|--|
| <ul style="list-style-type: none"> <li>— Interpersonal skills are used to listen to information and ask questions to diagnose and resolve the client's concerns/problem, provide expert advice and complex information to guide a user through the problem solving steps, provide direction to others in the use of software or hardware (i.e. email), and deal with upset people who are frustrated that their computer is not working and need it corrected immediately.</li> <li>— The three most significant contacts are employees within the department or group to co-ordinate, communicate and resolve issues; clients/customers/users to provide support and resolve day to day issues; and manager to gather information on policies, request support, or to provide an update on job progress.</li> </ul> |
|--|

**EFFORT**

<b>Physical Effort</b>
------------------------

- |  |
|--|
| <ul style="list-style-type: none"> <li>— Work demands occasionally result in fatigue, requiring periods of rest.</li> <li>— Regularly moves/lifts objects 10 - 25 lbs., (computers, monitors, printers, etc.). Occasionally lifts objects in excess of 25 lbs.</li> <li>— Regular walking, standing, and driving to offsite locations are required.</li> <li>— Some work tasks and activities requires working in awkward or confining spaces (i.e. crawling under desks to access cables, or running cables in confined spaces such as ceilings or small server rooms).</li> <li>— Constant fine finger/precision work and extended periods of sitting is a regular occurrence</li> </ul> |
|--|

when using the computer and hand tools such as screwdrivers or crimp tools for cables.

### Concentration

- **Visual** concentration includes reading computer monitors, watching for hardware lights, watching computer logs scroll on screen, watching for error messages, and when repairing/installing equipment.
- **Auditory** concentration occurs through constant use of a telephone to provide support to users or speaking with vendors. When troubleshooting a hardware issue, listening is required for specific sounds.
- **Repetition requiring alertness** is required when running network cables, installing software and watching for error messages, punching down or crimping network cables.
- **Higher than normal levels of alertness** is required when working in the server room or wiring closet (to ensure cables or power cords remain intact) or when doing maintenance on highly expensive computerized equipment or taking apart equipment.
- There are constant **deadlines and time pressures** when responding to help desk or user requests, project deadlines, meeting vendor timelines, and all urgent or emergency requests. **Interruptions** occur in the form of urgent/priority requests and interruptions from coworkers.
- **Lack of control of the work pace** occurs due to the volume of user requests that must be addressed and responding to urgent requests that take priority.
- **Exact results and precision** are required to ensure clients are provided the correct information regarding their request, when configuring software or printers and ensuring they are precisely aligned to print forms/labels properly, when fixing hardware or replacing RAM drivers, or when granting permission access to users ensuring the correct access is granted to folders.

### Complexity

- Tasks range from repetitive and well defined to those for which a limited number of guidelines or procedures exist. Complexities may be different but related.
- Problems and challenges may be resolved by following procedures and guidelines, but may also require that they be defined and practical solutions found.
- A typical challenge is the lost of internet connection. This requires determining if it's an internal problem and troubleshoot the issue by checking the service, network switches, systems, and network cabling. This can be time consuming and complicated given the numerous network connections and switches.
- Problems tend to be resolved by referencing user guides, product manuals with the software/hardware or on the internet, department policies and procedures, service desk manuals, coworker knowledge, vendor support, and management.

## RESPONSIBILITY

### Accountability and Decision-Making

- Work tasks are somewhat prescribed and controlled.
- Decisions are typically made with regards to prioritizing work, ordering small purchases such as keyboards/hard drives/cables, and which software to install on end users systems.

- Approval is required for large purchases, the distribution of equipment, server maintenance, software upgrades, access to software/hardware/network for users, new computer access to users, changes to policies or procedures.
- Discretion is generally exercised within predetermined limits and procedures (i.e. scheduling service from support vendors, rebuilding laptops or computers, installing software, or when dealing with new issues). Some discretion and judgement is required to prioritize requests for service and the appropriate action needed for its resolution with a higher level exercised for multiple high priority requests.

### **Impact**

- Work has impact on immediate work area, within the department, outside the department, but within the organization, and on clients.
- Resources impacted include equipment, processes and systems, health and safety, information, finances, material resources, and corporate image.
- Consequences and/or errors are normally identified and resolved within hours.
- The consequences of an error could result in a delay of service provided by the user which in the case of health care services, could result in an impact on patient care or confidentiality of records. If incorrect changes are made to a firewall it would restrict employees and customers from accessing systems or the server.

### **Development and Leadership of Others**

- Not responsible for the supervision of staff.
- Provides on-the-job advice/guidance, on-the-job training and support, mentoring, feedback and orientation to new employees and students.

## **WORKING CONDITIONS**

### **Environmental Working Conditions**

- Depending on work location, may be required to wear a hard hat, vest, and steel toe boots, scrubs, gloves, masks. Dangerous material training is required before working in buildings that contain mold or asbestos.
- There is a moderate likelihood of minor cuts, bruises, abrasions or minor illnesses.
- There is a limited likelihood of fractures or other injuries, occupational illness resulting in partial disability or total disability.
- There is constant exposure to glare from the computer. Exposure to dirt/dust, lack of privacy, awkward or confining workspaces, limited lighting, travel, and electric shocks from equipment is experienced on a regular basis.