

## Job Description/Specification

<b>Identification:</b>	<b>J0248</b>	<b>UTFE/BCTF Joint Salary Committee Decisions</b>
<b>JOB/POSITION TITLE:</b>	Help Desk Technician	<b>FORMER TITLE/DEPARTMENT:</b> Systems Support Trainer
<b>DIVISION/DEPARTMENT:</b>	RT/Information Technology	<b>PAY GRADE</b> 4
<b>SUPERVISOR'S TITLE:</b>	Co-ordinator of Information Technology	<b>DATE APPROVED:</b> March 23, 2015

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### Function and purpose (a)

The Help Desk Technician's role is to provide a single point of contact for users both internal (BCTF staff) and external (Federation members with remote access to BCTF systems and information) to receive support and maintenance so that they can accomplish their tasks. This includes receiving, prioritizing, documenting, and actively resolving user help requests in a timely and accurate manner.

Problem resolution may involve the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level.

The role also includes installing, diagnosing, repairing, maintaining, and upgrading all personal computer hardware and equipment to ensure optimal workstation performance.

### Principal duties and responsibilities (a)

1. Field incoming help requests from end users via both telephone and email in a courteous manner.
2. Record, track, and document each user request for help and the help desk request problem-solving process through to final resolution in accordance with documented support procedures.
3. Build rapport and elicit problem details from help desk customers.
4. Prioritize and schedule problems. Escalate problems (when required) to the Systems Support team or Applications Support team as appropriate. Coordinate tasks and forward, when required, to appropriate IT staff.
5. Apply diagnostic utilities to aid in troubleshooting.
6. Access software updates, drivers, knowledge bases, and frequently asked questions resources available (e.g. on the Internet) to aid in problem resolution.

7. Identify and learn, to an appropriate level, the software and hardware used and supported by the organization.
8. Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
9. Install anti-virus software.
10. Perform preventative maintenance, as needed for BCTF workstations, printers, and peripherals.
11. Complete personal computer upgrades under the direction of the IT Coordinator or designate.
12. Test fixes to ensure problem has been adequately resolved.
13. Perform post-resolution follow-ups to help requests and identify recurring problems that may point to a need for additional training or support.
14. Develop help sheets and frequently asked questions lists for end users.
15. Maintain statistics and produce appropriate reports on a regular basis.
16. Participate in the ongoing maintenance of support procedures to ensure their accuracy and currency.
17. Assists the Systems Support team in adding all new hardware and software to the organization's inventory of system and network assets.
18. When required by the Systems Support team, assists in the completion of organizational requests for adds/changes/deletes to end user accounts, permissions and access rights.
19. Assists the Systems Support team in executing regularly scheduled backup procedures of BCTF information and systems, completes restores on an as-needed or on request basis following documented restore procedures, and participates in the regular testing of backup and restore procedures and DRP exercises.
20. Provides support to Application Support teams throughout project lifecycle.
21. Maintains inventory of Federation computer equipment.
22. Establishes and ensures a current inventory of system and network assets and related documentation is maintained.

## **JOB REQUIREMENTS**

**This section sets out the minimum requirements in the areas of EXPERIENCE, EDUCATION, TRAINING, CERTIFICATES, AND PHYSICAL DEMANDS necessary to perform the job.**

### **Experience (b)**

More than 3 years of directly related experience that demonstrates the following:

- Excellent ability to communicate effectively.
- Excellent listening and interpersonal skills.
- Ability to analyze and assess user requests to ensure a timely resolution or to escalate as appropriate.
- Ability to communicate ideas in both technical and user-friendly language.
- Highly self motivated and directed.
- Keen attention to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Ability to explain and clarify technical procedures and instructions.
- Ability to demonstrate courtesy and patience in high-pressure environments.
- Strong customer service orientation.
- Experience working in a team-oriented, collaborative environment.
- Proficiency in Microsoft Office Suite.

### **Education and training (c)**

- College diploma in the field of computer science, information systems, or software engineering or equivalent work experience.

### **Licences and certificates (c)**

- Certification or designations appropriate to the role and the technologies planned or implemented by the organization.

### **Environment (g)**

## **JOB CHARACTERISTICS**

**This section is a key component of the Salary Determination process. This section also forms part of the job description and describes some of the conditions under which the work is performed.**

### **Contacts and relationships (d)**

- Contacts and relationships with a variety of Federation staff and members. Role requires a strong customer service focus to present information, direction, and assistance on the technical aspects of all current supported technologies to a diverse group including those with minimal computer experience as well as those who have highly specialized computer skills, and to gather sufficient information necessary for the definition and resolution of system problems from those users.
- Information may be of a complex and technical nature that must be conveyed in layperson's terms.
- Some contact with external hardware and software suppliers and service representatives.

### **Machine, equipment and work aids used:**

- Computer and network operating systems; a wide variety of server and client software; a wide variety of hardware.

### **Positions supervised:**

- None

### **Physical and mental effort:**

- Subject to frequent pressure to resolve problems requiring immediate action, working to deadlines, responding to end-user issues and juggling multiple priorities.
- Physical effort of carrying and moving equipment and accessing cabling behind and underneath desk and on equipment racks.

### **Working Conditions**

- Significant periods of time spent using a computer or a variety of computers, exposure to glare from computer monitors.

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March 23, 2015