St. Lawrence College
Position Description Form (PDF)

Effective Date: May 4, 2018

Campus:	**Kingston**
Incumbent's Name:	**Vacant**
Position Title:	**IT Systems Senior Technologist, Networks**
Payband:	**J**
Position Number:	**00000450**
Hours per Week:	**35**
Supervisor's Name and Title:	**Associate Director, IT Systems Security & Networks**
Completed by:	**Dave Mayo**

Signatures:

Incumbent: _____ Date: _____
(Indicates the incumbent has read and understood the PDF)

Supervisor: _____ Date: _____

Supervisor's Supervisor: _____ Date: _____

Instructions for Completing the PDF

1. Read the form carefully before completing any of the sections.

2. Answer each section as completely as you can based on the typical activities or requirements of the position and not on exceptional or rare requirements.

3. If you have any questions, refer to the document entitled "A Guide on How to Write Support Staff Position Description Forms" or contact your Human Resources representative for clarification.

4. Ensure the PDF is legible.

5. Responses should be **straightforward and concise using simple factual statements.**

Position Summary

Provide a concise description of the overall purpose of the position.

The incumbent is primarily responsible for performing technical and non-technical task work related to the operations and support of the St. Lawrence College IT Systems Networks. Currently, the portfolio of IT systems includes several complex mission critical applications and services within the areas of IT Systems Applications, IT Systems Infrastructure, IT Systems Networks and IT Systems Security.

Beyond the regular operation and support activities the incumbent will perform additional project task work as assigned where the task work is related to the delivery of new IT systems, enhancements to existing systems, or operational updates that are needed to maintain the viability of existing IT systems and services. The incumbent will work on projects that are managed according to the Project Management Institute (PMI) principles and the St. Lawrence College ITS department's project management methodologies. The incumbent will not be required to act as a project manager but must be able to perform some functions to support the project management process such as providing input into the development of a project plan, estimation of task effort, tracking of actual effort for tasks performed and identification of risks related to their work. The position may be required to coordinate logistics of the project tasks for contractors that are working on an IT Systems project.

The incumbent will work in a team model where their specific activities and task assignments will be determined by the Associate Director, IT Systems and IT Systems Architect & Administrator positions within their team, and designated Project Managers, with oversight of the Chief Information Security Office & Director, IT Systems, to support the overall objectives for operations, support, and project success.

Duties and Responsibilities

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Describe duties rather then detailed work routines.

		Approximate % of the Time Annually*
1.	**Technical Operations:** Perform operational tasks and procedures to operate, maintain and monitor the college IT systems. In collaboration with IT Systems team members, establish new procedures to support operational objectives within parameters of acceptance. Currently, the portfolio of IT systems includes several complex mission critical applications and services within the areas of IT Systems Applications, IT Systems Infrastructure, IT Systems Networks and IT Systems Security. While the specific operational tasks and procedures are continuously evolving it is the expectation that the incumbent is working on a variety of tasks that involve complex systems and processes which have significant potential for risk and negative impact to the organization if performed incorrectly.	**20%**
2.	**Technical Support:** Aid in the resolution of incidents and fulfillment of service requests related to the college IT systems. An example of resolving an incident could include investigating why someone doesn't have specific security access to perform a function in an information system in order to determine if security is being correctly applied according to business procedures or if there is a configuration error that needs to be corrected.	**20%**
3.	**Project Tasks:** Perform project task work related to the college IT systems. An example of a project task that could be assigned to the incumbent is 'Research and develop an account security configuration procedure for a new information system'. There is an expectation that the incumbent can complete loosely defined complex project tasks but that their work is subject to oversight by the specific project manager assigned to the given project, and their team's Associate Director, IT Systems.	**20%**
4.	**Security Operations:** Perform IT Systems security task work within their technical area to implement security changes, to review security configurations, to apply security patches, and to maintain and monitor security. While the specific security tasks and procedures are continuously evolving it is the expectation that the incumbent is working on a variety of tasks that involve complex systems and processes which have significant potential for risk and negative impact to the organization if performed incorrectly. For example, performing security configuration and maintenance within an IT system if done incorrectly could expose confidential information or allow for fraudulent activity to take place so it is essential that the incumbent is technically competent and is meticulous in performing these operational duties.	**20%**
5.	**Skill Development:** Develop and maintain technical and non-technical competencies and certifications.	**20%**

* To help you estimate approximate percentages:

½ hour a day is 7%	1 hour a day is 14%	1 hour a week is 3%
½ day a week is 10	½ day a month is 2%	1 day a month is 4%
1 week a year is 2%		

1. Education

A. Check the box that best describes the **minimum** level of **formal** education that is required for the position and specify the field(s) of study. Do not include on-the job training in this information.

- ☐ Up to High School or equivalent
- ☐ 1 year certificate or equivalent
- ☐ 2 year diploma or equivalent
- ☐ Trade certification or equivalent
- ☒ 3 year diploma/degree or equivalent
- ☐ 3 year diploma / degree plus professional certification or equivalent
- ☐ 4 year degree or equivalent
- ☐ 4 year degree plus professional certification or equivalent
- ☐ Post graduate degree or (e.g. Masters) or equivalent
- ☐ Doctoral degree or equivalent

Field(s) of Study:

Minimum 3-year Diploma or Degree in a Computer Science or Information Systems program of study that includes coverage of a wide range of topics including information technology, information management systems, databases, applications, networks and information security.

B. Check the box that best describes the requirement for the specific course(s), certification, qualification, formal training or accreditation in addition to and not part of the education level noted above and in the space provided specify the additional requirement(s). Include only the requirements that would typically be included in the job posting and would be acquired prior to the commencement of the position. Do not include courses that are needed to maintain a professional designation.

☐ No Additional requirements	
☐ Additional requirements obtained by course(s) of a total of 100 hours or less	
☐ Additional requirement obtained by course(s) of a total between 101 and 520 hours	
☒ Additional courses obtained by course(s) of more than 520 hours	ITIL v4 Foundation; Microsoft 365: Fundamentals, Azure Fundamentals; CompTIA Security+; Palo Alto Networks Certified Cybersecurity Associate (PCCSA); CompTIA Network+; Cisco Certified Network Associate for Routing & Switching (CCNA Routing & Switching); Cisco Certified Network Associate for Wireless (CCNA Wireless); Palo Alto Networks Security Administrator (PCNSA)

2. Experience

Experience refers to the minimum time required in prior position(s) to understand how to apply the techniques, methods and practices necessary to perform this job. This experience may be less than experience possessed by the incumbent, as it refers only to the minimum level required on the first day of work.

Check the box that best captures the typical number of years of experience, in addition to the necessary education level required to perform the responsibilities of the position and, in the space provided, describe the type of experience. Include any experience that is part of a certification process, but only if the work experience or the on-the-job training occurs after the conclusion of the educational course or program.

☐ Less than one(1) year	
☐ Minimum of one (1) year	
☐ Minimum of two (2) years	
☐ Minimum of three (3) years	
☒ Minimum of five (5) years	Operating and supporting IT systems, performing project tasks related to the delivery of new IT systems, enhancement to IT systems and updates / upgrades to existing systems. Collaboration on the development of new solutions. Extensive technical experience within the specific area of IT Systems Networks.
☐ Minimum of eight (8) years	

3. Analysis and Problem Solving

This section relates to the application of analysis and judgment within the scope of the position.

The following charts help to define the level of complexity involved in the analysis or identification of situations, information or problems, the steps taken to develop options, solutions or other actions and the judgment required to do so.

Please provide up to three (3 examples of analysis and problem solving that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally:

	#1 regular & recurring
Key issue or problem encountered.	An operational task or procedure fails to complete successfully. For example, if there is a scheduled job setup that automates the creation of user accounts for an IT system and it is determined that the process is failing to create accounts for some users that should have accounts then the incumbent will need to apply diverse technical and analytical skills to investigate and resolve the issue.
How is it identified?	Operational monitoring, observation while completing the task or procedure
Is further investigation required to define the situation and/or problem? If so, describe.	Yes, often a symptom of the problem is identified but further investigation is required to determine the scope and impact of the issue as well as to identify root cause and resolution
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Drawing on a number of resources including past experience, reference material, organizational knowledge and 3rd party support services the issue will be analyzed to determine a solution, identify the root cause and potentially identify options for future avoidance of subsequent reoccurrences of the issue
What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)	Internet, 3rd party support, ITS staff, organizational knowledge, product documentation, IT Systems team members.

3. Analysis and Problem Solving

	#2 regular & recurring
Key issue or problem encountered.	A project task is assigned that requires research and problem solving to successfully complete. An example of a project task that could be assigned to the incumbent is 'Research and develop an account security configuration procedure for a new information system'. There is an expectation that the incumbent can complete loosely defined complex project tasks but that their work is subject to oversight by the the specific project manager assigned to the given project.
How is it identified?	The project task outcome and boundary acceptance parameters are identified by the project manager but without necessarily having a specific solution identified
Is further investigation required to define the situation and/or problem? If so, describe.	Yes, often there will need to be further communication and clarification required to determine detailed requirements for successfully completing the project task as well as research into both technical and non-technical aspects of a solution
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Drawing on experience, reference material, organizational knowledge, 3rd party support services and consultation with project team members and project stakeholders the project task requirements and solution options will be analyzed to determine a course of action towards a successful outcome in completion of the project task
What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)	Internet, 3rd party support, ITS staff, organizational knowledge, product documentation, Project Managers, and IT Systems team members.

	#3 regular & recurring
Key issue or problem encountered.	An incident is identified related to an IT system that causes a disruption of service or operational failure. An example of resolving an incident could include investigating why someone doesn't have specific security access to perform a function in an IT systems in order to determine if security is being correctly applied according to business procedures or if there is a configuration error that needs to be corrected.
How is it identified?	Support ticket, operational monitoring, direct communication from ITS staff or other stakeholder
Is further investigation required to define the situation and/or problem? If so, describe.	Yes, often a symptom of the problem is identified but further investigation is required to determine the scope and impact of the incident as well as to identify root cause and resolution
Explain the analysis used to determine a	Drawing on experience, reference material,

solution(s) for the situation and/or problem.	organizational knowledge and 3rd party support services the incident will be analyzed to determine a solution, identify the root cause and potentially identify options for future avoidance of subsequent reoccurrences of the incident.
What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)	Internet, 3rd party support, ITS staff, organizational knowledge, product documentation, Project Managers, and IT Systems team members.

3. Analysis and Problem Solving

#1 occasional (if none, please strike out this section)

Key issue or problem encountered.	Competing project priorities along with operational and support duties do not allow for enough time to complete all tasks within the time window expected
How is it identified?	Personal time management and review of workload
Is further investigation required to define the situation and/or problem? If so, describe.	Yes, clarification may be needed to better define the priorities and latitude for delaying work
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Gather more information about priorities, availability of other team members to complete work, options for deferring work or getting additional assistance from 3rd party providers
What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)	Consultation with other ITS staff, project managers, project team members, project stakeholders, IT Systems team members and Associate Directors, IT Systems

4. Planning/Coordinating

Planning is a proactive activity as the incumbent must develop in advance a method of acting or proceeding, while coordinating can be more reactive in nature.

In the following charts, provide up to three (3) examples of planning and/or coordinating that are regular and recurring to the position, up to two (2) examples that occur occasionally:

	#1 regular and recurring
List the project and the role of the incumbent in this activity.	In performing a major upgrade to an IT System, the incumbent will determine appropriately detailed plans for the task work assigned to them with the identified project manager, and other ITS staff as required
What are the organizational and/or project management skills needed to bring together and integrate this activity?	The incumbent will rely on an understanding of project management principles to help coordinate their own work activities and resolve contention between their own deliverable deadlines.
List the types of resources required to complete this task, project or activity.	Knowledge and information related to the task which could include specific technical or product information from the IT system provider or 3rd party experts
How is/are deadline(s) determined?	Deadlines for the tasks are determined by project the project manager in consultation with the incumbent. Since the incumbent will be providing estimates for their own work effort and will provide projections of completion dates based on an understanding of the relative priority of their project deliverables it is often a case of these estimates informing the project manager of a reasonable estimated completion date as opposed to a fixed deadline.
Who determines if changes to the project or activity are required? Who determines whether these changes have an impact on others? Please provide concrete examples.	The project manager and the incumbent communicate about the project tasks assigned. There may be mandated changes that are communicated by the project manager to the incumbent such as a change to the relative priority of their project deliverables, to cancel a particular task or to change the scope of a task to reflect an overall change in scope of the project.

4. Planning/Coordinating

	#2 regular and recurring
List the project and the role of the incumbent in this activity.	
What are the organizational and/or project management skills needed to bring together and integrate this activity?	
List the types of resources required to complete this task, project or activity.	
How is/are deadline(s) determined?	
Who determines if changes to the project or activity are required? Who determines whether these changes have an impact on others? Please provide concrete examples.	

	#3 regular and recurring
List the project and the role of the incumbent in this activity.	
What are the organizational and/or project management skills needed to bring together and integrate this activity?	
List the types of resources required to complete this task, project or activity.	
How is/are deadline(s) determined?	
Who determines if changes to the project or activity are required? Who determines whether these changes have an impact on others? Please provide concrete examples.	

5. Guiding/ Advising Others

This section describes the **assigned responsibility** of the position to guide or advise others (e.g. other employees, students). Focus the actions taken (rather than the communication skills) that directly assist others in the performance of their work skill development.

Though support staff cannot formally "supervise "others, there may be a requirement to guide others using the incumbent's job expertise. This is beyond being helpful and providing ad hoc advice. It must be an assigned responsibility and must assist or enable others to be able to complete their own tasks. Check the box(es) that best describe the level of responsibility assigned to the position and provide an example(s) to support the selection, including the positions that the incumbent guides or advises.

Regular & Recurring	Occasional	Level	Example
☒	☐	Minimal requirement to guide/ advise other. The incumbent may be required to explain procedures to other employees or students	The incumbent will need to explain some procedures related to IT systems to other staff. This could be by providing information in a support ticket to advise an end user of a correct procedure to resolve an incident.
☒	☐	There is a need for the incumbent to demonstrate correct processes/ procedures to others so that they can complete certain tasks	The incumbent will need to demonstrate procedures related to IT to other staff. This could be a demonstration of correct procedures to the IT Service Desk staff in the case of transferring responsibility for a defined procedure to the first response team stationed at the IT Service Desk. It could also be demonstrating correct operating procedures to key functional users / owners of an information system as part of a transition from a project to day-to-day operations.
☒	☐	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.	The incumbent will recommend operating procedures to the IT Systems Architect & Administrators based on research. Upon approval the recommendations may become the basis for day-to-day activities for other staff.
☐	☐	The incumbent is an active participant and has ongoing involvement in the progress of others with whom he/she has the responsibility to demonstrate correct processes/procedures or	

		provide direction.	
☐	☐	The incumbent is responsible for allocating tasks to others and recommending a course of action or making necessary decisions to ensure the tasks are completed.	

6. Independence of Action

Please illustrate the type of independence or autonomy exercised in this position. Consideration is to be given to the degree of freedom and constraints that define the parameters in which the incumbent works.

What are the instructions that are typically required or provided at the beginning of a work assignment?	
Regular and Recurring	Occasional (If none, please strike out this section)
Day to day activities are performed independently following established guidelines and past practices. The incumbent is responsible for managing their work activities to meet the defined expectations for their project and solution deliverables. The incumbent will be provided with some requirements for their deliverables but will often have to preform analysis and problem solving to arrive at more specific requirements that fall within the broad goals and objectives defined for them.	

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (If none, please strike out this section)
Defined rules and procedures within both the ITS department as well as the IT Systems team. The incumbent will also have to rely on industry practices for the solutions that they are developing.	

How is work reviewed or verified (e.g. Feedback from others, work processes, supervisor)?	
Regular and Recurring	Occasional (If none, please strike out this section)
Work is regularly reviewed against the specific goals and objectives by the project manager, project stakeholders and ITS management team.	

6. Independence of Action

Describe the type of decisions the incumbent will make in consultation with someone else other than the supervisor.	
Regular and Recurring	Occasional (If none, please strike out this section)
Decisions about solution requirements and specifications to achieve defined objectives will often be made in consultation with the project manager, project stakeholders and ITS management team.	

Describe the type of decisions that would be decided in consultation with the supervisor.	
Regular and Recurring	Occasional (If none, please strike out this section)
Decisions with potential change implications to existing ITS policies, decisions requiring major system shutdowns or service interruptions, and decisions related to budget allocation.	

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	Occasional (If none, please strike out this section)
The incumbent is responsible for the completion of tasks related to the operations and support of the college IT systems. It is expected that the incumbent will independently make decisions on a daily basis on how to complete or adjust operating procedures or to resolve support incidents. The incumbent is expected to adjust their activities based on assessing the relative priority of tasks and consideration of the impact to the organization and stakeholders within overall constraints related to project allocation and team objectives.	

7. Service Delivery

This section looks at the service relationship that is an assigned requirement of the position. It considers the required manner in which a position delivers service to customers. It is not intended to examine the incumbent's interpersonal relationship with those customers and the normal anticipation of what customers want and then supplying it efficiently. It considers how the request for service is received and the degree to which the position is required to design and fulfill the service requirement. A "customer" is defined in the broadest sense as a person or groups of people and can be internal or external to the College.

In the table below, list the key service(s) and its associated customers. Describe how the request for service is received by the incumbent, how the service is carried out and the frequency.

Information on the service		Customer	Frequency (D,W,M,I)*
How is it received?	How is it carried out?		
IT Service desk ticket received related to an incident or service request	The incumbent must assess the relative priority of assigned tickets to determine specific work activities to resolve incidents or fulfill service requests. Factors such as impact to the organization and specific customer(s), the level of effort to resolve or complete, response time against service level agreements and availability of other team members needs to be taken into consideration in managing workload, ordering activities and escalating specific issues.	Faculty, other college staff, students	D
A project manager communicates a high level objective for a new solution deliverable for a project.	The incumbent must consider both the stated and unstated requirements for the deliverable. For example in developing a new solution deliverable for students to use as part of an IT system the incumbent needs to be able to anticipate a number of unstated requirements since it is not often feasible to obtain direct impact from the student population as a whole. An example of this may be making sure that the solution works well with a variety of	Faculty, other college staff, students	D

	types of mobile computing devices that are in use by the students and not just the computers provided by the college. It is expected that the incumbent can perform analysis of the use of the solution to determine customer requirements, both in consultation with the customer but also in an anticipatory manner.		
Direct instruction received from the Associate Directors, IT Systems to respond to an urgent situation with little time to prepare or research.	The incumbent must address the request with urgency and focus on a quick and technically responsible solution while being sensitive to the impact to the organization and customer(s).	Faculty, other college staff, students	W

* D = Daily W = Weekly M = monthly I = Infrequently

8. Communication

In the table below indicate the type of communication skills required to deal effectively with others. Be sure to list both verbal (e.g. exchanging information, formal presentations) and written (e.g. initiate memos, reports, proposals) in the section (s) that best describes the method of communication.

Communication Skill/Method	Example	Audience	Frequency (D,W,M,I)*
Exchanging routine information, extending common courtesy	Entering notes about solutions to incidents, fulfillment of service requests or questions related to tickets in the IT Service Desk ticket system. Emailing team members and project managers to provide updates related to project tasks being performed by the incumbent.	Staff	D
Explanation and interpretation of information or ideas.	As part of day-to-day activities, the incumbent will routinely communicate via email and in person during meetings in order to express ideas about solutions, and to explain aspects of specific solution proposals.	Staff	D
Imparting technical information and advice	Providing a formal written specification for a new solution design. When presented by a high-level objective for a new solution project deliverable the incumbent will frequently need to perform research and requirements gathering in order to develop a formal specification for the new solution prior to initiating work on implementing the solution. It is expected that by providing detailed specifications the incumbent can explain to other ITS staff and project stakeholders what will be implemented. It is important that the incumbent can clearly articulate the specifications and obtain an understanding of the specifications prior to conduction technical efforts in order to maximize value delivery and avoid waste associated with implementing solutions that do not meet stakeholders' expectations.	Staff	D
Instructing or training	Creating an instruction / training document on how to operate a new solution that the incumbent implemented. While this may not be a document in a final form for end users, the incumbent is responsible for instructing and training other staff in relation to new solutions that are implemented.	Staff	M
Obtaining cooperation or consent	Create and present a proposal to change IT Systems team standards. Since the incumbent is continually dedicating time to perform research, develop and maintain	Staff	M

	competencies it is expected that the incumbent will formally share ideas within the IT Systems team in order to influence team standards. It is important that in cases where it is justifiable that the incumbent can clearly articulate the rationale for change and gain the support of others in the team through effective communication techniques.		
Negotiating			

* D = Daily W = Weekly M = monthly I = Infrequently

9. Physical Effort

In the tables below, describe the type of physical activity that is required on a regular basis. Please indicate the activity as well as the frequency, the average duration of each activity and whether there is the ability to reduce any strain by changing positions or performing another activity. Activities to be considered are sitting, standing, walking, climbing, crouching, and lifting and/or carrying light, medium or heavy objects, pushing, pulling, working in an awkward position or maintaining one position for a long period.

Physical Activity	Frequency (D,W,M,I)*	Duration			Ability to reduce strain		
		< 1 hr at a time	1-2 hrs at a time	> 2 hrs at a time	Yes	No	N/A
Processing information with steady mouse and keyboard usage	D			X	X		
Sitting for long periods of time, but with the ability to reduce strain by taking breaks and changing posture.	D			X	X		

* D = Daily W = Weekly M = monthly I = Infrequently

If lifting is required, please indicate the weights below and provide examples.

☐ Light (up to 5 kg or 11 lbs.)	
☒ Medium (between 5 to 20 kg and 11 to 44 lbs.)	Incumbent may need to deploy computer or network equipment occasionally.
☐ Heavy (over 20 kg. or 44 lbs.)	

10. Audio Visual Effort

Describe the degree of attention or focus required to perform tasks taking into consideration:

- the audio/visual effort and the focus or concentration needed to perform the task and the duration of the task, including breaks (e.g. up to two hrs. at one time including scheduled breaks)
- impact on attention or focus due to changes to deadlines or priorities
- the need for the incumbent to switch attention between tasks (e.g. multi-tasking where each task requires focus or concentration)
- whether the level of concentration can be maintained throughout the task or is broken due to the number of disruptions

Provide up to three (3) examples of activities that require a higher than usual need for focus and concentration.

Activity #1	Frequency (D,W,M,I)*	Average Duration		
		Short < 30 min	Long up to 2 hrs.	Extended > 2 hrs
Reviewing detailed output from event logs or operational processes where important details may be embedded inside a lot of irrelevant information.	D			X
Can concentration or focus be maintained throughout the duration of the activity? If not, why? ☐ Usually ☒ No - interruptions are unavoidable due to shared office spaces and duration of activities				

Activity #2	Frequency (D,W,M,I)*	Average Duration		
		Short < 30 min	Long up to 2 hrs.	Extended > 2 hrs
Performing operational procedures with significant impacts possible if performed incorrectly.	D			X
Can concentration or focus be maintained throughout the duration of the activity? If not, why? ☐ Usually ☒ No - interruptions are unavoidable due to shared office spaces and duration of activities				

Activity #3	Frequency (D,W,M,I)*	Average Duration		
		Short < 30 min	Long up to 2 hrs.	Extended > 2 hrs
Reading technical information related to IT systems	D			X
Can concentration or focus be maintained throughout the duration of the activity? If not, why? ☐ Usually ☒ No - interruptions are unavoidable due to shared office spaces and duration of activities				

* D = Daily W = Weekly M = monthly I = Infrequently

11. Working Environment

Please check the appropriate box(es) that best describes the work environment and the corresponding frequency and provide an example of the condition.

Working Conditions	Examples	Frequency (D,W,M,I)*
☒ acceptable working conditions (minimal exposure to the conditions listed below	The incumbent is required to sit for 7 hours less two 15 minute breaks (and lunch) per day with considerable exposure to computer and electronic equipment. The room is generally seen as a normal shared office environment.	D
☐ accessing crawl paces/confined spaces		
☐ dealing with abusive people		
☐ dealing with abusive people who pose a threat of physical harm		
☐ difficult weather conditions		
☐ exposure to very high or low temperatures (e.g. freezers)		
☐ handling hazardous substances		
☒ smelly, dirty or noisy environment	Occasional access to data centre or network closets with noise from equipment and building systems	W
☒ travel	Inter campus travel	M
☐ working in isolated or crowded situations		
☒ other (explain)	The work room contains access to confidential information therefore a secure office environment must be maintained. Office must be locked at all times and operators must deny access to unauthorized personnel. The incumbent has access to confidential information (student userIDs, grades, tax receipts, test results), disclosure of which can result in violation of College's Privacy Policy.	D

* D = Daily W = Weekly M = monthly I = Infrequently