St. Lawrence College
Position Description Form (PDF)

Updated: November 24, 2016

Reviewed: February 11, 2020

Campus:	**Cornwall**
Incumbent's Name:	
Position Title:	**IT Campus Technologist**
Payband:	**H**
Position Number:	
Hours per Week:	**35**
Supervisor's Name and Title:	**Director – Information Technology Client Services**
Completed by:	**Jeff MacDonald**

Signatures:

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

Supervisor: _____ Date: _____

One-over-one: _____ 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 responsible for the provision of technical service, support, and maintenance for networked and standalone computers, laptops, tablets, printers, media equipment, mobile devices including smartphones and other computer related peripheral devices (e.g., scanners, digital input devices etc.) and LAN & Wi-Fi based services. The incumbent will also be responsible for the support of computer labs, classrooms, office equipment and mobile technology to students, faculty, staff and campus guests where applicable.

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*
• Installs, maintains and carries out technical support services (troubleshooting and diagnostic assessment) for computers, printers, smartphones, mobile devices, media equipment and associated peripheral hardware.	**40%**
• Installs, configures and provides general level operating support for campus software applications.	**20%**
• Performs hardware maintenance procedures.	**10%**
• Leads and participates in technology projects	**15%**
• Responsible for the accuracy of the IT asset management database and related processes	**10%**
• Maintains and updates equipment and supply inventory and files of associated technical and service documentation.	**5%**
	100%

* 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:

- Computer Engineering technology program or equivalent that provides significant emphasis on both computer hardware and computer software.

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	A+ Certification, ITIL foundation, Vendor certifications as required
☐ Additional courses obtained by course(s) of more than 520 hours	

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 three (3) current years of experience working with digital and analog concepts & PC architecture/systems integration and media devices in a large infrastructure environment.
☐ Minimum of five (5) years	
☐ 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.	Software issues and maintenance
How is it identified?	Call from ITS Service Desk or an assigned service request
Is further investigation required to define the situation and/or problem? If so, describe.	Yes, Interpretation of initial request to determine actual issue, through investigation and research. Root cause analysis maybe required once a workaround is found
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Demonstration, pertinent questions, known knowledge of application behavior. Research is involved to determine the root cause, unless similar situation was encountered in past practices.
What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)	Experience, internet, standard troubleshooting techniques, manuals, guidance from Tech Support Specialists and vendor contacts.

	#2 regular & recurring
Key issue or problem encountered.	Hardware issues and maintenance
How is it identified?	Service Desk assigns service requests and trouble tickets.
Is further investigation required to define the situation and/or problem? If so, describe.	Yes, Interpretation of initial request to determine actual issue, through investigation and research
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Demonstration, pertinent questions, known knowledge of system behavior. Use of diagnostic utilities, hardware maintenance manuals,
What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)	Experience, internet, standard troubleshooting techniques, manuals

3. Analysis and Problem Solving

	#3 regular & recurring
Key issue or problem encountered.	Printing issues and maintenance
How is it identified?	A trouble ticket from the ITS Service Desk
Is further investigation required to define the situation and/or problem? If so, describe.	Yes, Interpretation of initial request to determine actual issue, through investigation and research
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Demonstration, replication of the issue, pertinent questions, known knowledge of system behavior. Use of diagnostic utilities, hardware maintenance manuals,
What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)	Experience, internet, standard troubleshooting techniques, manuals

3. Analysis and Problem Solving

	#1 occasional (if none, please strike out this section)
Key issue or problem encountered.	Network connectivity
How is it identified?	A trouble ticket from the ITS Service Desk
Is further investigation required to define the situation and/or problem? If so, describe.	Yes, Interpretation of initial request to determine actual issue, through investigation and research
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Demonstration, pertinent questions, known knowledge of system behavior. Use of diagnostic utilities, hardware maintenance manuals,
What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)	Experience, internet, standard troubleshooting techniques, manuals

	#2 occasional (if none, please strike out this section)
Key issue or problem encountered.	Technology project
How is it identified?	Manager, departmental planning and priority assignment to specific teams
Is further investigation required to define the situation and/or problem? If so, describe.	A needs assessment and review of all software and configurations must be thoroughly understood for transfer to the replacement/new system so as not to impact the efficiencies of the customer.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Understanding of business requirements, prepare a plan either in collaboration with the assigned to the project manager or independently for smaller projects
What sources are available to assist the incumbent finding solution(s)? (eg. past practice, established standards or guidelines.)	Experience, internet, established frameworks and templates

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.	Planning the deployment of software applications to workgroups
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Takes lead in coordination of deployment through schedules and deadlines set by the ministry. Must be weighed with other College core priorities.
List the types of resources required to complete this task, project or activity.	Communication and planning skill along with an extensive knowledge of the application.
How is/are deadline(s) determined?	Ministry imposed deadlines due to data uploads
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.	In coordination with outside agencies These changes always have a substantial impact on the workgroup due to integrity of the data

4. Planning/Coordinating

	#2 regular and recurring
List the project and the role of the incumbent in this activity.	Software image creation, and maintenance for both administrative and academic disciplines.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Planning and coordination of software applications in a lab environment, coordination with faculty software vendors. Ability to document and maintain consistency during activity
List the types of resources required to complete this task, project or activity.	Knowledge of an abundant array of applications and their requirements/co-existence along with the ability to research and investigate their changes. The creation and maintenance of installation logs, vendor documentation, product release notes are all leveraged.
How is/are deadline(s) determined?	Specific Deadlines due to academic lab needs, the academic calendar or by technology renewal. Critical updates are schedules to least impact classes.
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.	In consultation with faculty, changes and updates are done as required. Changes have a significant and blatant impact on academic labs. Labs can be cancelled or re-scheduled due to these activities

	#3 regular and recurring
List the project and the role of the incumbent in this activity.	Daily planning and coordination of events based on unforeseen priorities and customer expectations. Dealing with crisis or others identifying a new high priority which requires the incumbent to modify the days original plan.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Ability to think and act quickly. Ability to make adjustments due to unpredictable disruptions. Ability to communicate effectively with team members. Flexibility and proper communications skills are important.
List the types of resources required to complete this task, project or activity.	Knowledge of tools and resources available to provide quick and accurate resolutions. Hands-on focus to resolve without the wealth of support and knowledge base.
How is/are deadline(s) determined?	Deadlines determined by perceived Service Level Agreement. Level of impact to the customer given the reduced ability to function.
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.	Incumbent makes changes and determines outcome based on the least amount impact to individual. To avoid critical down time and loss of productivity and to those whom they serve by use of the technology.

4. Planning/Coordinating

#1 occasional (if non, please strike out this sections)

List the project and the role of the incumbent in this activity.	Lab software upgrades and hardware technology renewal deployments.
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Ability to coordinate people and their daily tasks while continuing to effectively complete other tasks. Working knowledge of software and hardware and required tools. Inventory management procedures including security, and product return processes.
List the types of resources required to complete this task, project or activity.	Knowledge of an abundant array of applications and there tendencies along with the ability to research and investigate their changes.
How is/are deadline(s) determined?	Specific Deadlines due to academic lab needs
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.	In consultation with manage and faculty, changes and updates are done as required. Changes have a significant and blatant impact on academic labs.

#2 occasional (if non, please strike out this sections)

List the project and the role of the incumbent in this activity.	Plan and implement updates/changes to the IT Asset Database
What are the organizational and/or project management skills needed to bring together and integrate this activity?	Asset Management. Change Management
List the types of resources required to complete this task, project or activity.	Coordinated IT Team approach.
How is/are deadline(s) determined?	Implementation of new equipment, movement of equipment and decommission of old equipment.
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.	Director of IT Client Services – based on change of requirements in tracking/reporting of assets.

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	Hiring and working with bursary students on technology projects
☐	☐	There is a need for the incumbent to demonstrate correct processes/ procedures to others so that they can complete certain tasks	
☒	☐	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.	Uses expertise to advise and guide students, faculty and staff in an array of technical activities. Provides technical direction and advice in an ongoing fashion. Provides relevant knowledge, best practices and "how to" instruction on departmental policies and procedures (i.e. Acceptable Use Policy, VPN) to ensure users can complete tasks. Actively promotes proper etiquette, EIT Standards for software/hardware and securities.
☐	☐	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. Responsible for designing work schedules and plans independently and in conjunction with end user	Verbal or email directions given. Ability to work independently around wide parameters

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (If none, please strike out this section)
Best practice methods are followed as a technical standard within the industry and industry standards. EIT guidelines, policies and procedures.	

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)
Customer service and satisfaction. Work completion follow-up. Manager on projects Service Desk customer feedback	Manager on exceptions

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)
Needs analysis and acquisition based on direct client funded requests which meet College standards. Interactions with vendor/manufacturer technical support. Work related issues which require cooperation with others in the EIT team.	Continuous improvement methods to be used to handle assigned tasks and responsibilities.

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)
Authorization to spend money from department accounts for supplies or capital. Human resource issues. Issues requiring policy decision, major system shutdowns, service interruptions or those requiring resource allocation.	Work which requires isolation of focused attention for longer than normal duration.

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 efficient and reliable operations of Desktop Computers and related services within the administrative and academic facilities. The majority of the incumbent's work is based on multitasking several varying levels of prioritized work which requires excellent time management skills and attention to highly technical processes. The work orders which the incumbent is assigned must be completed in context with many variables which affect the resolution, such as other higher priority work orders, academic lab issues, availability of parts, etc… Resolution of trouble tickets and the implementation of new desktop computers is independent.	

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?		
Service request or a trouble ticket via ITS Service Desk	In concert with all assigned tickets, the incumbent must assess and assign priority to time manage all assigned work requests. The info included in the ticket is based on the customers account of describing the symptom or service request. The incumbent must interpret to prepare prior to the onsite visit. Multitasking of several duties and coordination of scheduling visits when the customer is available become a challenge.	Faculty and Staff	D
Verbal instruction received from the manager to respond to a crisis or 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 customers situation and sometimes in the case of faculty their audience of students too.	Faculty and Staff	W
Academic Faculty approach the incumbent about an application issue currently affecting their in-session class.	The incumbent must drop whatever they are working on to address this issue as Academic Issues are always priority one. Although the incumbent is very versed with the installation of the applications, they are faced with quickly on the spot developing a functional knowledge of the internal workings of the application, as many times the faculty	Faculty	D

	teaching don't have the wealth of experience on that software. Many times it is resolved by the incumbent showing the faculty how the software works.		
Needs analysis are performed upon requests for new or non-standard IT resources	The incumbent must meet with the requestor to firstly understand the functional requirements, identify what currently is available as part of the standard and its feasibility for the customer. Evaluate non-standard solution for its fit in St. Lawrence current environment and its economies of scale, ie. Scalability for future use.	Faculty and Staff	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	Answering How-to Calls/Questions including service requests and trouble tickets completion details on work performed to ensure a high level of customer satisfaction. Sound understanding/delivery of Customer Service Excellence.	Staff, Faculty, Students	D
Explanation and interpretation of information or ideas.	Departmental policies and procedures such as the rational for not enabling users the ability to install software on their own.	Staff, Faculty, Students	D
Imparting technical information and advice	Daily advice and technical information explained and deciphered about IT resources/systems including their function and restrictions. Orientation instruction of software and hardware deployed including usage and best practices.	Staff, Faculty, Students	D
Instructing or training			
Obtaining cooperation or consent			
Negotiating			

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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
Sitting at desks	D	X			X		
Climbing ladders	W	X			X		
Lifting heavy objects ie. Monitors, printers	D	X				X	
Awkward positions ie. Crouching below desk	D	X			X		
Walking long distances	D	X			X		

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

☒ Light (up to 5 kg or 11 lbs.)	Tools, test equipment and sub-assembly components.
☒ Medium (between 5 to 20 kg and 11 to 44 lbs.)	Personal computers, personal printers, peripherals such as monitors
☒ Heavy (over 20 kg. or 44 lbs.)	Workgroup Printers

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
Workstation Image creation or adjustments	M			X
Can concentration or focus be maintained throughout the duration of the activity? If not, why? ☐ Usually ☒ No Serving other customers while adjusting work tasks and schedules based on changing priorities.				

Activity #2	Frequency (D,W,M,I)*	Average Duration		
		Short < 30 min	Long up to 2 hrs.	Extended > 2 hrs
Daily hardware and software maintenance involving symptom to failing component diagnosis requires a thorough understanding of whole system architecture and previous experiences.	D		X	
Can concentration or focus be maintained throughout the duration of the activity? If not, why? ☐ Usually ☒ No The incumbent normally performs most diagnosis in the field with the customer present, thus a typical service call enables the customer to request other services or field technical/how-to questions.				

Activity #3	Frequency (D,W,M,I)*	Average Duration		
		Short < 30 min	Long up to 2 hrs.	Extended > 2 hrs
Technology renewal and new workstation deployments	W		X	
Can concentration or focus be maintained throughout the duration of the activity? If not, why? ☐ Usually ☒ No Always on call, dealing with unreported issues or new requests by the customer.				

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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	Tech office with sufficient workspace and desk	D
☒ accessing crawl spaces/confined spaces	Below desks, in wiring closets	D
☒ dealing with abusive people	Students under deadline stress having IT issues. Staff/Faculty/Community using IT facilities whom encounter technical difficulties.	M
☐ 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	Cleaning solvents and toner/ink	D
☒ smelly, dirty or noisy environment	Wiring rooms, inside equipment after years of non-stop operation or preventative maintenance.	D
☒ travel	Vacation/Illness coverage of other Campus Techs Other remote Campus/Office IT requirements/projects.	I
☐ working in isolated or crowded situations		
☐ other (explain)		

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