

IT Technician – GTAT C

Job Class Code: 101984

Positions at this level performs a broad range of general technical computing, networking and telecommunications support for the purpose of research projects. Support is provided in person, over the phone or virtually.

Typical Duties may include some or all the following:

- Creates procedures and delivers training for the utilization of software
- Configures, maintains, and troubleshoots end-user hardware, software and peripheral devices
- Provides end-user support and training
- Where possible, collaborates with CCS to ensure efforts are streamlined via system integration, compliance and support
- Designs, implements and maintains information repositories
- Maintains email distribution lists
- Diagnoses and solves research projects, IT and phone problems on a wide range of topics such as, off-site connectivity (VPN), installation and use of standard software applications
- Responds to client needs for assistance and takes appropriate steps to resolve and escalate problems
- Creates user accounts on a variety of systems and conducts information audits to ensure consistency across platforms
- Provides password resets/changes
- Installs and sets up file systems, printers, computer security software, etc.
- Installs and upgrades both networked and non-networked computer systems as well as software and hardware
- Assists with software product evaluation, selection, tendering and acquisition based on the needs of the research project
- Upgrades and tests applications to ensure proper operation on network architecture
- Resolves routine system issues by testing, documenting and contacting vendor technical support as necessary and escalates complex problems
- Understands and applies manuals and technical documents detailing procedures to troubleshoot problems
- Coordinates and monitors system activities to ensure proper operation during critical times and maintains ongoing data integrity
- Conducts pro-active system monitoring check lists to identify software, hardware and data problems and determines appropriate solutions
- Maintains inventory of IT equipment including computers, printers, phones, cell phones, printer cartridges, monitors, mice, keyboards, etc.

Decision Making/Accountability: Works within defined guidelines and procedures but may make decisions on quality and accuracy for outputs generated. Identifies and resolves problems with computer systems, hardware and software and escalates issues as necessary.

Contacts/Interpersonal Skills: Contacts and interactions may extend beyond immediate work area or research project which may include liaising with vendor support for system issues. This consists mostly of maintaining

positive relationships and to discuss, present and share ideas. May require tact in dealing with system issues or project delays.

Supervision Received: Works under the general supervision of a researcher or other more senior analysts in carrying out familiar phases of duties and responsibilities.

Supervision Exercised: None but may coordinate work of co-op students and provides technical guidance to project team members.

Working Environment: Work is generally performed in an office or laboratory setting with regular use of computer screens and potential exposure to strain or fatigue. May be required to work during off-hours to perform system maintenance and monitoring. Potential exposure to frequent interruptions.

Minimum Qualifications:

- 2 years of post-secondary education with a minimum of 1-2 years of experience which may include (but not limited to), a computer technologist or related program to acquire more specialized skills/knowledge with some experience and exposure to IT support in a research environment
- Or equivalent combination of education and experience