

**YUKON UNIVERSITY**  
**POSITION DESCRIPTION**

**PART I - IDENTIFYING DATA**

**Position No:** N/A  
**Position Title:** IT Support Technician  
**Incumbent:** N/A  
**Division:** Information Technology

**Headquarters:** Ayamdigut  
**Supervisor's Name:** Derek Yap  
**Supervisor's Title:** Manager of IT Services  
**Date Description Completed:** March 15, 2015  
**Revised:** April 12, 2023

**PART II - SUMMARY (broad statement of why position exists)**

Reporting to the Manager, Technology Services, this is responsible for coordinating and providing administrative and project support for the IT department. This position will aid in the management of small projects or phases of a larger projects which include developing a project plan, working with other IT team members to coordinate the activities of a project team, identifying appropriate resources needed, and developing schedules to ensure timely completion of project. They will also provide administrative support where needed, aiding in the procurement process and working with vendors, the Administrative Assistant, Budget Officer, and the Procurement department to ensure timely delivery of goods and services.

**A. Duties and Responsibilities**

**1. Major function - the single most important activity or responsibility required (describe what is done, why it is done, and how it is done):**

- A) Provide technical support through the help desk, phone, remotely or in person to faculty, staff and student end users across the Yukon University campuses by:
- Monitoring the ticketing system and responding to customer service requests within agreed Service Level
  - Staffing the Help Desk and resolving walk-in customer service requests in a timely, professional manner
  - Providing knowledgeable technical support and resolving support issues via phone, walkup, remote tools and in person, escalating when appropriate
  - Diagnosing, trouble-shooting and repairing computing problems posed by faculty, staff and students. Clearly communicating technical solutions in a user-friendly, professional manner
  - Supporting, educating and training faculty and staff on the use of computers, related equipment and software
  - Assisting with the use of audio visual and multimedia equipment for lecture halls, classrooms, event space and conference rooms
  - Working collaboratively with other members of the IT team to ensure technology service and support for all campuses

B) Record and maintain computer equipment inventory, software installations, and repairs by:

- Accurately recording customer issues into the Help Desk system and documenting solutions to problems
- Maintaining and updating IT Asset inventory records
- Capturing and maintaining accurate technical documentation and knowledge management content (internal and customer facing)
- Configuring, installing, deploying and maintaining desktop hardware and software
- Monitoring and applying patches and updates following the Change Management process to keep software and hardware operating properly
- Participating with the IT team on yearly deployment activities by; traveling to communities, configuring and imaging computers and installing software.

Approximate percentage of job time function is performed: 75%

**2. Other Principal Activities, in order of importance (describing for each what, why, and how, and approximate percentage of job time required, rounded off to nearest 5%)**

Keep abreast of new technologies and update knowledge of the rapidly changing market to be proficient with new products and techniques by:

- Using the Internet to search for appropriate fixes, hardware and software;
- Talking to vendors and others and reading industry publications.
- Monitoring compliance to software license agreements and Copyright laws
- Suggesting improvements to existing procedures to minimize downtime and ensure maximum usability of equipment. This knowledge would come through research and reading current industry publication and documents.

Approximate percentage of job time function is performed: 20%

**3. Other duties as assigned by Manager. -ie. Special projects, Administrative Functions**

Approximate percentage of job time function is performed: 5%

**4. Approximately how long will it take for a fully qualified employee from outside the work unit to reach the full working level of the position:**

6 months

**B. Problem-solving and decision-making**

1. a) List any Acts, Regulations, and/or Policies/Procedures with which the incumbent must be fully familiar in order to perform the position's functions:

General knowledge of University policies and procedures.  
General knowledge of copyright laws as they affect computer installations.

**Is the position responsible for interpreting, administering, or enforcing any of the above? If yes, explain.**

Interprets and ensures adherence to University policies and procedures and software copyright laws.

**2. a) Describe the kinds of recommendations the incumbent is regularly required to make and to whom:**

A) Suggest use of new software patches to members of the IT Services team or Manager of IT Services

B) Suggest changes to existing procedures to accommodate new patches, updates, or streamline of procedures to members of the IT Services team or Manager of IT Services.

**b) Who normally makes the final decisions with respect to those recommendations?**

- A) Appropriate IT Services Staff
- B) Manager, Library & Technology Services
- C) CIO and Director, IT

**3. a) Describe the kinds of final decisions regularly made for which the incumbent is held accountable.**

How to implement technical solutions. For example: - fixing/repairing equipment.

Determining if the hardware is capable of running new software packages.

How to address a user's concern (help desk).For example: - guiding the person to a solution over the phone or by email, visiting the user, or documenting a solution and sending it to a user.

Recording accurately, computer equipment inventory, software installation, and repairs.

Day-to-day organization of work and priorities.

**b) What is the direct impact of those decisions?**

Incorrect decisions could result in service disruptions and/or the requirement for costly fixes for faculty, staff and students.

The ability of a user to use their equipment or to complete their regular tasks

Students and staff may not be able to access the technology needed to do their course or work. Full classes may not be able to run.

**C. Freedom to Act**

**1. Describe the way in which this position receives direction:**

The incumbent sets day-to-day priorities, with regular input from IT Services team and input from Manager, Library & Technology Services and the CIO and Director, IT.

**2. What legislation, regulations, procedures, or established practices guide, constrain, or limit the activities of this position?**

See B 1 (a)  
IT Service's department procedures.

**3. How is the work of the position normally checked or evaluated?**

Feedback from University employees, IT Services team members and other Stakeholders. Periodic checks and feedback, as well as performance evaluations would be done by the Director.

**4. What types of decisions are normally referred to the supervisor? (Give examples)**

Abuses of computer resources, like excess use of storage and illegal downloading. Requests for installation of non-standard software, and hardware.

**D. Financial Accountability**

**1. Program dimensions: N/A**

**a) Annual Budget (for unit under the direct control of the position):**

Fiscal year:	
Annual Payroll:	\$
O&M Budget (excluding payroll):	\$
Capital Budget (excluding payroll):	\$
Revenues:	\$
Recoveries:	\$

**Who prepares this budget?**

**What is this position's accountability for budget once allotted?**

**b) Does position have authority/ability to reallocate resources?**

**c) Signing authority levels:**

\$3000

**3. Other expenditures or revenues influenced by this position and how.**

None.

**E. Management /Supervision of Human Resources**

**1. No supervisory duties.**

**2. Supervisory duties:**

a) Number of positions supervised directly:

\_\_\_\_\_ Permanent  
 \_\_\_\_\_ Aux/Casual

Number of positions supervised indirectly:

\_\_\_\_\_ Permanent  
 \_\_\_\_\_ Aux/Casual

b) Nature of supervision:

- \_\_\_\_\_ a) show colleagues how to do tasks
- \_\_\_\_\_ b) train other employees in work procedures
- \_\_\_\_\_ c) assign work and review for quality/quantity
- \_\_\_\_\_ d) establish work priorities and schedules
- \_\_\_\_\_ e) change duties and responsibilities
- \_\_\_\_\_ f) participate with supervisor in employees' performance evaluations, or
- \_\_\_\_\_ formally appraise employees' work performance and discuss appraisal with them, making a final recommendation to advance or withhold merit increments
- \_\_\_\_\_ g) recommend appointment or rejection upon completion of probationary period
- \_\_\_\_\_ h) interview employees with attendance or performance problems
- \_\_\_\_\_ i) acts as first formal step in the grievance procedure
- \_\_\_\_\_ j) interview candidates for vacant positions in the unit
- \_\_\_\_\_ k) give opinion to supervisor on selection of new employees, or makes final selection of new employees
- \_\_\_\_\_ l) other

**F. Key Personal Contacts**

<u>Who (what positions or groups)</u>	<u>Purpose</u>	<u>Frequency</u>
IT Services team members	advice/direction/assistance	daily
Faculty	complaints/problems/requests	daily
Staff	complaints/problems/requests	daily
Students	complaints/problems/requests	daily
Manager	advice/direction	weekly
Community Campuses	complaints/problems/requests	daily
Suppliers	gain info on products	weekly

**G. Tools, Equipment, or Machinery Used**

<u>Name</u>	<u>Purpose</u>	<u>What percentage of the time?</u>
Computers/laptop		
Cell phones and Ipads	implementing solutions & record keeping	75%
Phone/email/web browser	gaining product info & helping users	25%
Car	travel to communities	3%

**H. Working Conditions**

Describe any adverse conditions that are normal and expected in the job.

a) Describe weights lifted:

<u>Type</u>	<u>How Heavy</u>	<u>What percentage of the time?</u>
Computer equip	10 to 50 lbs.	20 to 30%

b) What working conditions (sitting, standing, bending, reaching) or types of physical effort (hiking, walking, driving) are required?

<u>Type</u>	<u>What percentage of the time?</u>
Driving	5%
Lifting, bending, reaching	10%
Sitting	20%
Standing	30%
Walking	25%
Carrying computers	10%

c) Describe any physical hazards present:

<u>Type</u>	<u>What percentage of the time?</u>
Awkward location of computer equip	20%
Electrical radiation from equipment	80%

d) Describe special physical conditions leading to discomfort:

<u>Type</u>	<u>What percentage of the time</u>
Driving in adverse conditions: Limited accommodations & food availability in Communities:	5%
	5%

e) **Interpersonal Conditions: Check any of the following conditions which are normal and expected in the job and give examples:**

- high level of dissatisfied clients
- high level of emotional clients
- potential physical abuse from clients
- regular critical deadlines
- high level of irregular critical deadlines
- constant interruptions
- instructions from more than one source
- other –pressure from end users to work on their problems

**Examples:**

Constant interruptions when walking through the campus, at work station, and by phone and email  
 Pressure to ensure solutions are implemented in least disruptive manner.  
 Pressure from end users to work on their problems on very short notice.  
 Incumbent will be called on to assist in daily emergencies as they arise.

f) **Travel Required:**

- |    |                                      |               |
|----|--------------------------------------|---------------|
| a) | average number of trips annually     | 2 or less     |
| b) | average number of days per trip      | 5             |
| c) | average distance per trip            | 800 km        |
| d) | most frequent mode of transportation | motor vehicle |

Whenever possible this position will assist community users by telephone, fax, email or remote access software; however occasional trips to the Communities may be required.

**I. Organization Chart**

**IMMEDIATE SUPERVISOR'S POSITION**  
 Title: Manager, Library and Tech Services  
 Classification: BU10

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**PEER POSITIONS: (all those reporting to the same immediate supervisor)**

Title: Librarian Circulation Technician Classification: BU05	Title: IT/AV Technician Classification: BU06
Title: Serial Acquisitions Technician Classification: BU06	Title: Metadata/Systems Librarian Classification: BU08
Title: Information Literacy/Reference Librarian Classification: BU09	Title: IT Support Technician Classification: BU06

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**SUBJECT POSITION TITLE:** Information Technology Support Technician

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**SUBORDINATE POSITIONS:** N/A

**PART II - SIGNATURES**

I confirm that this describes the duties and responsibilities I require of an incumbent in this position and have reviewed the description with the incumbent (where applicable).

I have read the foregoing position description and understand that it is a general description of the duties assigned to the position I occupy.

\_\_\_\_\_  
 Dean/Director or Designate

\_\_\_\_\_  
 Incumbent (where applicable)

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**PART III - QUALIFICATIONS**

(To be completed by the Director, Human Resources, in conjunction with this position's supervisor)

**A. Knowledge and Skills Required**

- Excellent organizational skills
- Excellent technical writing skills
- Excellent analytical and problem-solving skills
- Excellent interpersonal and communication skills
- Knowledge of diverse software applications.
- Ability to function effectively in a team environment.
- Ability to work effectively in a cross-cultural setting in a friendly, positive, professional manner.
- Ability to research and determine if a given solution will meet the University requirements
- Ability to diagnose user issues and provide effective solutions
- Ability to configure network PC's and troubleshoot anomalies
- Ability to communicate effectively with a wide range of end users and at a wide range of technical levels.
- Ability to locate appropriate hardware drivers, application updates and troubleshooting techniques on the Internet.
- Ability to work within a diverse and busy team
- Strong ability to work independently and under pressure
- Ability to maintain confidentiality.
- Ability to assess situations/needs quickly and act professionally in these situations by assisting or directing students/clients to appropriate resources.
- Ability to provide exceptional customer service

**B. Licenses, Certificates Required - Give title and section of any legislation, regulations, or other authority where applicable.**

- Yukon Driver's license
- Pass RCMP security check, for entrance to WCC campus

**C. Other skills and/or knowledge which may be desirable, but not necessarily essential to the performance of the position's duties.**

- Degree or diploma in related field
- IT related certificates or designations

**PART IV – UNIVERSITY SIGNOFF**

Comments:

I approve this position description as being representative of the work I require to be performed and that the responsibility levels identified have been delegated to this position.

\_\_\_\_\_  
Director, Human Resources

\_\_\_\_\_  
University President

Date: \_\_\_\_\_

Date: \_\_\_\_\_



**FOR HUMAN RESOURCE SERVICES USE ONLY:**

Evaluation Point Results:

Knowledge and Skills:	122	
Accountability:	35	
Mental Demands:		30
Working Conditions:	0	
Total Points:		187
Pay Level:		6