



Job Specification

Position Title: INFRASTRUCTURE TECHNOLOGY SUPPORT OFFICER

Job Code: OPSEU - Systems Officer 3, 17156

Job ID: 12817

Purpose of Position:

To provide on-site and remote hardware and software support for all aspects of the desktop environment for a wide range of end clients in multiple Ministries across the Province. To provide support for the various systems and applications supported by the ITS organization.

Duties/Responsibilities:

Position is responsible for utilizing technology and infrastructure knowledge to support a wide range of clients across multiple ministries to identify, diagnose and resolve technical incidents as well as planning and supporting the desktop environment using ITIL Incident and change management processes by:

1. Ensuring uninterrupted operation of Ministry's hardware and software by: regularly monitoring system performance; diagnosing and developing solutions to systems and application related problems; ensuring overall infrastructure remains in operation during regular hours of client operations; ensuring prompt diagnosis, coordination and resolution of problems; and planning refresh activities and maintaining system asset information.
2. Providing multi tier support to front line clients for information technology problem diagnosis and resolution related to the functionality of the clients personal computers, printers and other peripherals: conducting evaluations of production and end user problems; coordinating implementation/installation of PC images; providing solutions and corrective measures; following-up on all outstanding problems to ensure their resolution; and following-up with end-users and first level support staff on satisfaction with response; Applying emergency fixes/software patches; Providing assistance detecting and correcting viruses at the desktop level based on current Corporate Security policy and procedures.
3. Working collaboratively with other ITS branches and I&IT cluster stakeholders in end-to-end problem resolution to minimize business interruptions to ITS customers; Contributing to creation and update of knowledge databases; Updates appropriate incident and work order tickets with progress in a timely manner.
4. Tracking and following up on incidents or problems reported to ensure proper diagnosis at various levels and service levels are being met in accordance with established service level agreements. Analyzing a number of different technical issues and resolving these problems through on-going liaison with clients, senior technology staff and vendor specialists to ensure that the benefits of the software solutions are achieved and available.
5. Establishing and promoting best practice policies, standards and guidelines for the performance and maintenance of Ministry's IT infrastructure.

6. Accepting work orders from Order Management related to the installation and removal of desktop equipment. Reinstalling standard images and certified applications on end-user machines. Coordinating the delivery of desktops to designated location, as well as any desktop reallocations as ordered. Participating in the rollout of multiple desktops within a refresh or large new installation project. Coordinating delivery and installation of equipment with external service providers. Assisting with desktop move projects, and ensures that locations are accurately recorded in the Asset Management Database. Assisting clients to locate assets and complete refresh documentation.

7. Developing end user services in response to client requirements by: analyzing patterns and trends in problems encountered by users; identifying and addressing common user issues; developing recommendations on how to address recurring problems; and, researching and preparing business cases for acquisitions or purchases of services.

8. Providing on-call and overtime technology support services, weekends and holidays to resolve all systems related problems for the Ministry's infrastructure as required. Work can be assigned and reviewed by team leaders and/or senior staff.

Knowledge:

Knowledge is required in the following areas:

- Desktop hardware components such as chips, motherboards, bios, memory, network cards, media, interfaces, printers, other peripherals and accessories.
- INTEL DESKTOP technologies and Operating systems (ie Windows 2K, XP)
- LANs and network topologies/ configurations.
- Server operating system configurations and services and domain architectures such as: WINS, DHCP, RAS, IP addressing, networking addresses, printer queues and naming conventions.
- Integrated & enterprise directory technologies.
-Desktop security threats and solutions.
- Installing, testing and troubleshooting desktop hardware and software in a LAN/WAN environment.
- Current developments in the market for desktop hardware and software, in particular in the product lines offered by the DMSP vendors.
- Standards, procedures and tools for version control and release management.
- Installing software images and application overlays.
- Providing Tier 2 level technical support for desktop technology in a LAN/WAN environment.
- DMSP product and service catalogue offerings, service level agreements, thresholds and SLA Addendums for specific business areas
- Software products commonly installed on OPS desktops.
- Micro/personal computer system technologies (e.g. anti-virus, OS systems) and Internet browsers, electronic distribution methods to roll-out new software or configuration changes to servers and PC's across the Ministry and ensuring change management practices are adhered to.
- Ministry IT plan, ITIL incident and change management practices, project management and time management methodologies, and clients' business processes and requirements to recommend technical solutions which promote Ministry IT strategies and goals while also meeting business needs/priorities of clients.
- Systems and business operational disciplines and processes; skills in negotiation, conflict and problem resolution, change management and project coordination; current knowledge in new technologies and trends (e.g. Internet, remote access, image processing) that may benefit the Ministry

Staffing and Licensing Requirements:

A valid drivers licence is required to use Fleet, Rental, or Personal vehicles to reach clients in distributed and remote sites not accessible by public transit.

Skills:

- Technical skills to act as an expert resource in resolving or referring problems.

- Analytical and problem solving skills to analyze and resolve computer software problems in an effective and efficient manner such that the Ministry's mid-range server and PC based platforms and applications are available within the performance parameters set out in the Service Level Agreements
- Interpersonal skills to work effectively with staff, colleagues, and clients.
- Relationship and customer service skills to establish good working relationships with clients.
- Organizational skills to prioritize and manage incidents and service requests.
- Leadership skills to provide technical direction and training to staff, students and external service providers.
- Oral and written communications skills to understand and present technical concepts in non-technical terms and the documentation of technical processes and procedures. Verbal communication skills to: discuss and confirm operational, client, and management requirements; lead discussion of systems options and technical processes among project team; and discuss systems software recommendations with management, making a variety of technical analysis, limitations and considerations clear in non-technical terms while also communicating advantages and disadvantages of various options and their impact on computer operations, performance, and program/service delivery. Interact with other Government Ministries.
- Ability to lift and move large boxes averaging up to 20Kg.

Freedom of Action:

Job works within relevant ministry and government policies, guidelines and directives for desktop technologies and delivery of related support services within well-defined and established practices and procedures. Job has latitude for making decisions by determining priorities among end user requests for assistance, recommending most effective hardware/software utilization. Job follows well defined and established standards and procedures with direction and supervision, with work or assigned tasks being reviewed by senior staff for timeliness and technical quality of service delivery to clients/accounts/users through monitoring or service reports. Job refers to senior staff members relating to issues such as system-wide or multi-user problems, application design issues and network/mainframe related operating problems. Job refers to management when issues occur such as new funding for computing resources, additional or extended service outages have an impact on organization design or the introduction of non-standard software is being considered.