



## Job Specification

**Position Title:** REFRESH COORDINATOR  
**Job Code:** AMAPCEO - Systems Serv (Ama Unit) ASY19, 19ASY  
**Job ID:** 12481

### Purpose of Position:

To coordinate, plan and facilitate the replacement of desktop computers across the province with client communities in accordance to lease schedules with minimal business disruption. To manage the on-site vendors.

### Duties/Responsibilities:

1. Coordinates and facilitates Refresh Projects with client communities. Provides leadership and project assistance to project teams comprised of branch colleagues, customer representatives, external service providers and consultants. Maintains project plans. Prepares detailed status reports including recommendations to assist Senior Management in business planning decisions. Provides client communication to establish refresh schedules using vendor databases, OPS asset tracking vehicles and analysis. Maintains `Hardware Refresh Installation Schedule` and keeps clients informed of delivery schedule and status. Escalates problems with clients tracking to schedule; encourages clients to meet obligations by pointing out consequences of missing deadlines (costs). Coordinates installation with vendors, cluster/clients; works with vendor to address any issues related to delivery. Coordinates issues management for refresh activities; follows up on all outstanding problems to ensure resolution and satisfaction with response. Assists clients with the refresh process by filling out forms such as Equipment Return Form (ER F), Termination Calculation Sheet, and Electronic Requisition for replacement equipment. Coordinates hardware disposal service with DMSP vendor in accordance with the OP8 hardware disposal policies. Reviews and monitors effectiveness of all new installations.
2. Liaises with vendor community to assess and recommend to management the introduction of new or enhanced leasing processes, access to data and validation of vendor records. Maintains an overview of the status of current contracts with vendor. Communicates and negotiates with clients regarding procedures, data collection, and the identifying client requirements. Sends vendor information to clients (expectations outline [one month to respond], equipment description, provision of termination calculation sheets, completion of blank equipment return forms, copies of equipment price sheets and requisition for electronic refresh). Consults with Order Management and Cluster Infrastructure Service Managers to understand product choices and identify supply issues. Prepares refresh plan, confirms with cluster/clients, and secures necessary approvals. Provides escalation point for client inquiries relating to lessor late fees. Assists business areas in the selection of appropriate IT hardware and software.
3. Develops procedures and guidelines for handling end-user queries; coordinating tracking and handling of queries; establishing schedules for end-user refreshes, including data collection, coordination and installation of the new hardware and the removal and disposal of returned assets. Adheres to guidelines and procedures for the installation and maintenance of desktop standards, and to ensure compliance to management board and IT standards. Aligns with ITIL incident, configuration management and change management practices, project management and time management methodologies, and clients` business processes and requirements to recommend desktop technologies that promote IT strategies and goals while also meeting business needs/priorities of clients.
4. Provides leadership on an operational and technical basis by providing guidance and direction to staff; identifying and assigning tasks to support refresh initiatives, setting priorities, identifying human & financial resource requirements, coordinating team functions & tasks, etc. <br>
5. Reviews and monitors the effectiveness of all installations by understanding the contractual obligations of the Cluster IT service provider contract; tracking all IT hardware orders and the relevant configuration data on schedules; leading meetings with vendors to review the status of all IT orders; communicating the status of all IT hardware orders to the respective clients; advising clients of any additional technical requirements in advance of the hardware installations; liaising between the client and other representatives and the IT vendor to ensure the site is technical and physically ready for the new hardware installations; making technical recommendations for change to management and senior technical staff as a result of deployment challenges.
6. Assists key business decision makers in the recommendation and selection of appropriate IT hardware

by providing consulting services and expert knowledge on desktop IT hardware and software and emerging technologies.

### **Knowledge:**

#### **KNOWLEDGE**

- Knowledge of ministry information technology programs, plans, standards/directives and the divisions, strategic directions and priorities of client ministries to ensure projects & initiatives comply with established standards, directions and plans. Current knowledge in new technologies and trends (e.g. Internet, remote access, image processing) that may benefit the Ministry.
- Understanding of I&IT infrastructure policies, procedures, directives and approval processes within the Ontario government; ITIL incident, configuration management and change management practices, project management and time management methodologies; clients business processes and requirements to recommend technical solutions that promote IT strategies and goals while meeting business needs/priorities of clients; operational disciplines and processes in systems and business areas.

General understanding of the software products commonly installed on OPS desktops. Ability to identify desktop technology requirements for clients with highly technical requirements and suggest solutions. Experience in desktop hardware evaluation, selection, acquisition and deployment for large user communities. Expert knowledge of desktop hardware components such as chips, motherboards, bios, memory, network cards, media, interfaces, printers, other peripherals and accessories.

- Comprehensive knowledge of DMSP product and service catalogue offerings and SLA commitments. Knowledge of current developments in the market for desktop hardware and software, in particular in the product lines offered by the DMSP vendors. Good understanding of principles and practices for the management of technology assets, including familiarity with tools and technology for tracking technology assets. Knowledge of procurement policies and directives and experience with enforcement of policies and procedures related to the acquisition of products and services. Experience overseeing and directing vendors of desktop of products and services, including negotiations and resolution of service problems and disputes.

Position requires knowledge of the theory and practical application of business analysis methods including: performance measures, benchmarking, quality assurance, and customer satisfaction to perform analysis of current/future technology support and productivity enhancement business. Knowledge of project management methodology, transition planning, and change management to develop project plans and schedules and develop transition strategies and plans. Experience planning, budgeting, scheduling and managing technology rollout projects. Ability to plan, organize and coordinate human, financial and material information in order to manage projects & participate on divisional initiatives.

#### **SKILLS**

- Advanced project management to plan and manage refresh projects. Multi-tasking skills to handle several refresh projects simultaneously.
- Skills in analysis, negotiation, conflict and problem resolution, change management and project coordination. Analytical and problem solving skills to identify and resolve service delivery issues.
- Client consultation skills to help clients identify requirements and plan for refreshes.
- Interpersonal skills and communications skills to establish and maintain good working relationships with colleagues, Order Management and vendors.
- Verbal communication skills to discuss and confirm operational, client, and management requirements, options, recommendations, analyses and issues relating to program/service delivery. Writing skills to prepare a variety of materials including: reports, plans and proposals, costs/benefit and impact analysis; preparing technical documentation and support procedures, implementation and training plans

### **Judgement:**

Work is performed under the general direction of the Manager, Executive Support & Refresh and within the broad framework of government, ministry, industry and legal standards and policies. Judgement is required in: resolving refresh operational problems; negotiating with vendors; implementing productivity improvements and software upgrades or replacement.

### **Accountability - Programs:**

Leads desktop refresh projects; manages project plans; develops procedures and guidelines for handling end-user queries for desktop refreshes.

### **Accountability - Personnel:**

Participates in hiring process.

### **Accountability - Finance & Material:**

Tracks project budget to prevent cost overruns.

### **Accountability - Impact of Errors:**

Ineffective management/errors in refresh project plans and activities could result in program and service delays, increased costs, impaired relations with internal and external stakeholders and cause embarrassment to the Branch and the Minister.

**Contact - Internal:**

Regularly with managers and staff to discuss issues of mutual concern, resolve problems and exchange information. Regularly with internal clients to discuss and develop desktop refresh project plans and resolve conflicts.

**Contact - External:**

Occasionally with external service providers and vendors to manage project plans and resolves issues as required.