



# JOB POSTING

Applications for this posting will only be accepted from current Camosun College CUPE employees with regular status.

**JOB POSTING U0-099**

**CLOSING DATE: September 2, 2010**

## **TECHNICAL SUPPORT CONSULTANT**

### **COMPUTING & TELECOMMUNICATIONS SERVICES INFORMATION TECHNOLOGY SERVICES**

**Note:** This is a **part-time regular** position, starting as soon as possible and is expected to be located at both Lansdowne / Interurban Campus (primarily Lansdowne). Hours of work are Monday to Friday, 8:00 am to 1:00 pm (25 hours per week).

### **GENERAL STATEMENT**

With minimal supervision, performs a wide range of consulting and technical support for the clients of Computing Services. Primary duties will be within the Core Duties and one or more of the areas listed under A - C below, but some cross-over of duties may occur.

### **TYPICAL DUTIES**

#### Core duties

May perform the duties of Client Support Technologist on an occasional coverage basis and in addition:

- receives problem requests that cannot be resolved in a short time frame by a Client Support Technologist and resolves them based on departmental priorities;
- updates work orders on a regular basis to reflect current information and status;
- responds to questions and requests for assistance from other members of the department in a timely fashion; refers client requests for short term assistance to Client Support Technologists;
- implements changes to client hardware and software according to plans and procedures developed by the Department;
- works with Department members to develop and use standard procedures;
- works with Department members to develop mechanisms to prevent recurrence of problems;
- records common problems and solutions; provides updates to Computing Services online information and documents new strategies and solutions; ensures that solutions have been reviewed by the Department;
- may provide operational and backup support to the tasks and responsibilities of System Consultants.

#### A) Hardware Support

- assists College micro-computer users with technical problems;
- installs and sets up supported hardware such as micro-computers, terminals, printers and related equipment;
- repairs and/or arranges for the repair of supported college computing equipment;
- provides technical assistance to Instructional micro-computer labs as required.

## B) Consulting Support

- consults with clients to find solutions to problems and provides options and alternatives which can improve the efficiency and effectiveness of the client's work;
- participates in the research and testing of new and upgraded hardware and software; documents alternatives and provides recommendations for updated or improved services;
- consults with, and assists in the recommendation of software, hardware and training for, Computing Services clients;
- participates in the establishment of College-wide standards for computing hardware, software and services;
- participates in seminars and forums which are intended to provide information to, and solicit input from, department clients;
- develops and maintains documentation with the goal of allowing clients to be as self-reliant as possible;
- may participate in significant projects of college-wide importance;
- participates in the evaluation of requests from College departments for computer equipment, recommending the appropriate equipment to match the functionality required;
- participates in the evaluation of new computer equipment and in recommending the computer equipment to be purchased by the College.

## C) Software Support

- installs and upgrades supported software on College micro-computers;
- provides software trouble-shooting assistance in supported applications to College micro-computer users;
- participates in the development of micro-computer operational procedures;
- demonstrates the use of supported software and hardware;
- provides assistance in the use of supported software and hardware.

## QUALIFICATIONS

Two year Technologist Diploma in Computing, Electronics or equivalent. Two years of recent computer-related work experience. Must have a good knowledge of common operating systems, word processing packages, spreadsheets, database and network programs. Must have specialization in at least one area of software, hardware or network. Candidates may be chosen to round out this skill set with other members of the department.

Must possess excellent human relations skills such as effective listening, team work, courtesy, understanding and respect for the dignity of others. Must have a tolerance for frequent faculty, staff and student contact.

Must have the ability to locate, read, understand and synthesize technical information from a variety of sources to solve technical problems.

Must have the ability to communicate effectively with the client to discover the nature of their problems and technology goals and to provide a range of suitable solutions.

**SALARY:** Pay Grade 10, \$23.48 to \$25.09 per hour (JE 315)

**REPLACES:** K. Preston

Human Resources, Camosun College  
3100 Foul Bay Road, Victoria, BC V8P 5J2  
Phone (250) 370-3004, Fax (250) 370-3664  
E-mail: [hr@camosun.bc.ca](mailto:hr@camosun.bc.ca)

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