

POSITION TITLE: APPLICATIONS TRAINING & SUPPORT TECHNICIAN	POSITION NUMBER:
SERVICE AREA: Information Technology	PROGRAM AREA: Corporate Services
REPORTS TO: Manager of Information Technology	REVIEW DATE: May 10, 2006
<p>PURPOSE OF POSITION: To act as the primary source of education and end-user support on agency-approved computer applications and technologies. Responsible for staff training and orientation in the effective and appropriate use of agency technologies including computer network and telephone system. Fields and resolves incoming IT help/service telecommunication requests from end users via both telephone and e-mail in a courteous manner. Provides end-user support and trouble shooting with primary responsibility for MS Office 365 products, desktops, laptops and telephones, following best practices to perform incident, change and problem management.</p>	
<p>POSITION SKILLS & COMPETENCIES REQUIRED:</p> <p>Education: College Diploma in Computer Technology (Two Year Program).</p> <p>Related experience: 3 – 5 year’s relevant experience including end-user support, software training and support and computer troubleshooting.</p> <p>Specific knowledge, skills, abilities:</p> <ul style="list-style-type: none"> • Advanced knowledge and demonstrated skill in the business use and application of Microsoft Office 365 products including design of templates and training packages • Intermediate knowledge and skill; and demonstrated experience in computer networking and computer cabling, and software implementation • Intermediate analytical and problem-solving skills with demonstrated experience in the application of these skills to computer application and systems troubleshooting • Intermediate knowledge and demonstrated experience with voice system configurations including administering and managing change points for all back-end functions • Advanced knowledge and skills in customer service • Intermediate oral communications skills including excellent presentation, facilitation, and coaching skills • Intermediate written communications skills with the ability to create technical documentation to support systems set up and trouble shooting and to communicate effectively via email. • Intermediate ability to balance multiple demands and establish work priorities • Basic knowledge of adult education principles and training theory and techniques including ability to assess skill level of others • Basic leadership, team building and facilitation skills and experience problem solving and priority setting with a small group of peers • Valid driver’s license and reliable vehicle or the ability to travel in a timely and efficient manner to locations within and outside the health unit district • Able to work independently within established parameters and to function effectively as a member of a team 	
<p>KEY AREAS OF RESPONSIBILITY (ACCOUNTABILITY):</p> <p>Provides end user support Ave. % of time: 35 %</p> <ul style="list-style-type: none"> • Fields and resolves incoming IT help/service requests from end users via both telephone and e-mail in a courteous manner, following best practices to perform incident, change and problem management • Builds rapport and elicit problem details from help/service desk customers • Prioritizes and schedules problems; escalates problems (when required) to the appropriately experienced technician 	

KEY AREAS OF RESPONSIBILITY (ACCOUNTABILITY): Continued...

- Records, tracks, and documents the help/service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution
- Performs post-resolution follow-ups to help/service requests
- Evaluates documented resolutions and analyze trends for ways to prevent future problems

Provide computer applications training

Ave. & of time: 35%

- Orients staff to the network and telephone systems
- Works with management and staff of the agency to assesses training requirements and to develop a plan to address identified needs in relation to Agency approved software applications and technologies
- Assesses business use for Agency approved applications and develops a training plan for effective deployment
- Assesses computer proficiency of staff in an effort to determine computer training needs and requirements
- Makes recommendations for training based on an understanding of the needs of the users
- Designs and implements training packages to meet identified training needs of staff
- Designs templates and other supports to ensure consistency and efficiency in the production of forms, letters, correspondence, etc.
- Maintains a sound knowledge of agency-wide software applications as well as an understanding of specialized software programs used within specific programs

Administration of the health unit telephone systems

Ave. % of time: 30%

- Identifies and learns appropriate telecommunications software and hardware used and supported by the organization
- Establishes and maintains complete systems for recording, tracking and documenting in the areas of responsibility in order to ensure effective trouble shooting, follow up and coverage
- Maintains up-to-date and correct agency telephone list including data jacks, patch numbers and extensions
- Provides setup of new user voicemail and extensions
- Maintenance and understanding of emergency response configurations
- Provides organizational support for Call Center reporting and problem resolution
- Accesses Telecommunication software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution
- Administers and manages change points for all back-end Avaya functions include stations, agents, VDN, Vectors and ARS

Contribute to team and agency effectiveness

Ongoing

- Works collaboratively as a member of the team; contributes to positive team functioning
- Assists service, program and functional units in carrying out their mandates
- Demonstrates commitment to agency mission statement, vision, values and strategic directions, by functioning in a way that is consistent with these statements
- Demonstrates commitment to, and functions in a way that is consistent with, the Agency mission, vision, values and strategic directions
- Respects and ensures confidentiality in all work performed on behalf of the agency
- Demonstrates a strong customer service focus in dealing both internally and externally
- Participates on agency-related committees as assigned
- Understands the need to become redeployed and/or reassigned as part of the public health response to an emergency or natural disaster

Management has the right to change position requirements from time to time as agency conditions dictate.

<p>CONTACTS & COMMUNICATION:</p> <p>Internal: MOH, AMOHs, directors, managers and supervisors across programs and services; program and administrative staff. External: Vendors</p>
<p>RESPONSIBILITY FOR RESOURCES:</p> <p>Staff: Provides staff training/orientation on network and telephone systems. Financial: N/A Information: Primary source of education on computer applications for agency. Maintains documentation required for the daily management of the telecommunications systems. Maintains documentation for trouble shooting and effective problem solving for areas assigned. Materials: Actions and ensures quality of call for service from vendors. Makes recommendations for repair or replacement for agency equipment including telephones, cabling, and computers. Equipment: Provides daily maintenance and administration of the agency telephone system; provides trouble shooting and support for the effective use of software and hardware across the organization.</p>
<p>EFFORT REQUIRED:</p> <p>Mental:</p> <ul style="list-style-type: none"> • Considerable attention to detail/audio concentration for telephone requests and conversations, staff training • Considerable attention to detail/visual concentration for computer, reading/checking/verifying information for accuracy • Deadlines related to implementation of moves, adds or changes for the systems assigned, support to the technology team for implementation of new systems • High Volume of Work • Considerable interruptions due to staff requests for end-user support, including changing priorities. • Analysis required for assessing systems issues and trouble shooting • Problem solving and resolving conflicts including balancing workload and priorities in relation to staff demands and responding to systems issues <p>Physical:</p> <ul style="list-style-type: none"> • Moderate lifting and moving e.g. computer s, printers, desks, cabling; heavy weight (over 35 pounds) • Limited confined sitting at workstation • Considerable manual dexterity when using computer for keyboarding/data entry, testing/ troubleshooting equipment
<p>WORKING CONDITIONS SPECIFIC TO POSITION:</p> <ul style="list-style-type: none"> • Standard office environment. • Limited adverse conditions related to wiring closets, server & telephone rooms, and inclement weather during the winter • Limited exposure to potential health or safety hazards related to wiring, systems troubleshooting • Limited work in isolation when troubleshooting, testing etc. in outer offices • Moderate travel is required for work in outer offices • Moderate overtime is required as modifications and installation work is performed after hours as the system cannot be brought down during the day

I have read the Position Description and understand the duties and responsibilities as assigned.

EMPLOYEE’S SIGNATURE: _____ **DATE:** _____

MANAGER’S SIGNATURE: _____ **DATE:** _____

Position Approvals:

VICE PRESIDENT’S ’S SIGNATURE: _____ **DATE:** _____

Vice President, Human Resources and Infrastructure

POSITION HISTORY: Nov. 2/06 – Minor modifications were made to Position Description as a result of **the** Job Evaluation Committee review of all agency non-union positions, including reconsideration requests.

Nov 28/22 – Minor modifications made to prior to posting due to changes in technology and title of reporting manager.