For All YUSA Full Time, Part Time, Sessional and Limited Term Positions

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JOB TITLE: **Helpdesk Technician**

JOB CODE: **954535**

DEPARTMENT/FACULTY: **Information Technology Services, Osgoode Hall Law School**

SALARY BAND: **10**

I. JOB PURPOSE:

Reporting to the Director, ITS, this position provides front-line helpdesk support for the various uses of information technology at Osgoode Hall Law School. Support includes assisting to resolve technology end-user problems for a variety of academic and administrative activities at the Law School, hardware and software testing and installation, inventory management, and assist with training and documentation on the use of technology for end-users.

II. MAJOR AREAS OF RESPONSIBILITY:

1. Front Line Helpdesk Support for Faculty, Staff & Students
Percentage of time: **80** **%**

a. Provides front-line support to faculty, staff and students on desktop and mobile operating systems and applications; responds to queries/concerns and recommends solutions.

b. Receives IT related help requests from user community via electronic mail, telephone, or walk-up enquiries. Logs all requests into a ticketing/problem management system.

c. Updates service records and service improvement tickets promptly and with fulsome and accurate information, communicates closed tickets with the end users.

d. Contacts user(s) to discuss status of the problem and updates the problem management system. Follows established procedures to document problem resolution.

e. Assists all OHLS users with the setup and troubleshooting of their Passport York accounts, Osgoode applications and email accounts; escalates issues as appropriate.

f. Resolves problems associated with remote access to OHLS supported services (e.g., VPN access, network share access, restricted access to web pages).

g. Escalates specialized issues to the appropriate individual (Osgoode ITS, UIT, vendors, manager).

h. Deploys hardware/software as required to Osgoode community members. Configures hardware and software appropriately and consistently based on established documentation and practices.

i. Collects and maintains helpdesk statistics.

j. Makes recommendations to the manager for process improvements.

k. Provides multimedia support for audio and video recordings of lectures, seminars, special events and other classroom related uses.

l. Sets up and tests video conferencing equipment and connection with other participants.

m. Repairs and/or Return Merchandise Authorization (RMA), replace and restoration of computing devices for end-users.

n. Installs and supports operating systems on computers (PC and Mac) using online distribution systems such as Microsoft SCCM.

o. Resolves compatibility problems between operating system components and/or application packages in general.

p. Diagnoses and troubleshoots hardware problems which may involve configuring and installing new hardware such as printers, PC/MAC, mobile devices.

q. Assists users with the setup and maintenance of user accounts with Osgoode and York approved software.

r. Provides network connectivity end-user support.

s. Sets up mobile devices with required applications and provides troubleshooting.

t. Updates required information for faculty in the classroom on how to reach/get support, information sheet, log tickets for missing equipment including missing batteries.

u. Updates and maintains inventory database on a daily basis.

v. In collaboration with the Osgoode community/end users, subject matter experts, and peers, identifies/documents how technology is used in business processes and workflows and recommends improvements or optimization.

w. Documents process workflow and standard operation procedures in compliance with various York policies and procedures.

x. Provides training on new tools for users as requested.

y. Coordinates the updating of the ITS website with service updates.

z. Tests equipment, software, user computing device configuration prior to production launch.

aa. Monitors and provides updates on any changes to the implementation of business processes and/or the information management environment.

Contacts: EO's office, ITS Team, UIT, Faculty, Students and Administration, Industry Peers, Third party vendors
Reason for Contact: Evaluation, Analysis, Feedback and Delivery of operational tasks and projects

2. Classroom Technology, and Electronic Classroom Support:
Percentage of time: 15 %

a. Provides one-on-one support and training sessions as required. Provides input into training materials.

b. Delivers training and information sessions each term on classroom equipment usage and/or helpdesk services.

c. Documents issues and problems for traceability and prompt resolution.

d. Reports system usage, logs and other technical issues to the manager as required.

e. Updates and prints the daily calendar at the help desk to ensure that all special events are tracked and provided with requested support.

Contacts: EO's office, ITS Team, UIT, Faculty, Students and Administration, Industry Peers, Third party vendors
Reason for Contact: Evaluation, Analysis, Feedback and Delivery of IT training and service usage/adoption

3. Other Duties as Assigned
Percentage of time: 5%

III. COMMUNICATIONS:

	Languages (if applicable)
	Level English
Basic reading skills (e.g., scanning text, reading forms, etc.)	☒
Basic writing skills (e.g., writing brief notes, completing forms, etc.)	☒
Basic speaking skills (e.g., asking & answering simple or repetitive questions, etc.)	☒
Comprehends written material (e.g., extracting information/details, reading reports/correspondence, etc.)	☒
Writes non-complex documents (e.g., composing factual information/short routine correspondence, taking minutes, etc.)	☒
Sustains conversation on specific topics (e.g., explains standard policies/procedures/services, etc.)	☒
Comprehends complex texts (e.g., reading & interpreting policy papers/research papers/technical reports, etc.)	☒

IV. PHYSICAL & SENSORY DEMANDS/ENVIRONMENTAL CONDITIONS:

☒	VDT Use	50%	☒	Bending	5%
☒	Prolonged visual attention	50%	☒	Walking/mobility	5%
☒	Prolonged audio attention	25%	☒	Verbally abusive	1%
☒	Hand/finger dexterity	25%			
☒	Prolonged sitting	50%			
☒	Prolonged standing	5%			
☒	Lifting and/or carrying (approx. 35 lbs/ kg)	5%			

V. RESPONSIBILITY FOR OTHERS:

Does this job have responsibility for others?   ☒   No

VI. QUALIFICATIONS:

Define the _minimum_ knowledge, skill and ability requirements necessary to perform the job.

Minimum level of formal education required:
A University degree in a technology, information systems, sciences or computer science field or four years recent experience (defined as within the last five years) working at York University performing the same or similar tasks. This education equivalency is in addition to the experiential requirements outlined below.

Minimum number of years and type of relevant work experience required:
2 years of recent experience in end-user technical support and customer service (preferably in an academic setting) including significant experience in the following: Microsoft Active Directory environment; Apple/Macintosh computing environment; Microsoft System Centre Configuration Manager (SCCM) and Microsoft Deployment Tool (MDT); and service desk incident/request ticketing system.

Skill(s) required:
Must possess excellent problem solving and analytical skills to diagnose and resolve software and hardware problems associated with microcomputers in a networked computing environment. Strong customer service skills. Utilizes excellent listening and comprehension skills with both clients and team members. Must have excellent communications skills to elicit accurate information from client users and be able to answer inquiries in an informative, professional and tactful manner, dealing calmly and effectively with people. Excellent attention to details. Must have demonstrated ability to manage multiple tasks, set priorities while under pressure and be able to work both independently as well as an effective team member. Ability to maintain confidentiality. Must have a willingness to learn, keep abreast of and master new technologies. Microsoft Certified Technology Specialist (MCTS) designation is an asset. Microsoft Certified Systems Engineer (MCSE) designation is an asset. Apple Certified Support Professional (ACSP) is an asset. ITIL V3 Foundations certification is an asset.

Technical skills required:

SKILLS MATRIX:
Intermediate level skills in the areas of: Service Management and Project Management and Data Security including but not limited to: ITIL3foundations, PMP/Prince2.

End User Technologies
Advanced level - Desktop/mobile/tablet technologies, MS Office/IBM Notes/Domino client and similar productivity tools, disk/data encryption/compression tools, Windows and mobile/tablet application technologies, conferencing systems, portable memory, print technologies, wireless protocols, web based technologies, business applications, computing device configuration tools and distribution technologies, imaging technologies, audio video/multimedia, lecture capture technologies, audio devices, consumer grade technologies.

Enterprise Network Infrastructure level systems
Intermediate level - Network technologies including switches, routers and security, system monitoring tools, remote access/vpn systems, vulnerability assessment tools, cabling, Backup and recovery systems including tape/disk/san/network/cloud/replication technologies and high availability systems.

Operating Systems, Network and Communications systems
Advanced level - desktop and mobile operating Systems: Microsoft Windows, Active Directory/Linux account configuration, Apple/Mac/iOS/Mobile, Android, TCPIP and other common protocols (legacy or emerging), LTE, WiFi, Bluetooth, consumer grade technologies, print/scan/copier systems, virtual technologies, LAN/WAN/MAN/SAN, VOIP, Audio Video systems and communications (SIP/Zoom/Skype/Teams), desktop deployment tools, imaging tools.

Middleware/Application/Database Systems
Basic level - of Tier 1 vendor platforms and frameworks including Microsoft SQL/.NET/Sharepoint/Exchange/CRM tools, Linux emerging frameworks, Open Source tools such as Drupal, Wordpress and other Content Management Systems, Apache, and other HTTP web services.

Security Management Systems
Intermediate level - of enterprise antivirus, antispam and other integrated server/client software, mobile security software/tools/configuration, system logs, data security auditing tools, social engineering, firewall and other security technologies, data encryption, VPN, knowledge of practical hands-on applied frameworks and methodologies of security protocols.

Please note: This position requires the candidate to produce a verification of degree(s), credentials(s), or equivalencies from accredited institutions and/or international equivalents at the time of interview.

VII. JOB SPECIFICATIONS:

Hours of work: **Monday to Friday 8:30am to 4:30pm**
Summer: same

Requests to work overtime may occur during peak periods

Overtime will also be available on a project basis depending on particular project timelines and deliverables

What are the peak periods for this position? August, September, midterm and final examination periods, mid-November, December, first two weeks of January, April

Is there any time during which vacation is restricted?   Yes

Define the restriction: Period leading up to and including the start of school (August, September, January) and the period leading up to exams and during exam periods.