Operations - Classroom & Academic Computing

Job Family	Grade 10	Grade 11	Grade 12	Grade 13	Grade 14 - Management Track
Classroom Field Operations	Assistant Support Technician	Associate Support Technician	Support Technician	Sr. Support Technician	Manager, Classroom & Academic Computing
Purpose:	Performs assigned tasks in deployment, service and support to maintain operational uptime of computing services and facilities; provides on-site customer service; introduces new technologies; and provides regular and emergency maintenance of upgrades.	Performs assigned tasks in deployment, service and support to maintain operational uptime of computing services and facilities; provides on-site customer service; introduces new technologies; and provides regular and emergency maintenance of upgrades.	Provides advanced level on-site support to end-users utilizing technical expertise in a service oriented environment; performs assigned tasks in the deployment, service and support to maintain operational uptime of computing services and facilities; provides on-site customer service; introduces new technologies to the university; and provides regular and emergency service support to technology services.	Provides and supervises all aspects of deployment, service and support to maintain operational uptime of computing services and facilities; provides on-site customer service; introduces new technologies; and provides regular and emergency maintenance.	Provides managerial oversight of all aspects of deployment, service and support to maintain operational uptime of computing services and facilities; provides on-site customer service; introduces new technologies; and provides regular and emergency maintenance.
Relation to Supervision:	Works under direction.	Works under moderate direction.	Works under minimal direction.	Works under minimal direction and often without supervision.	Manages staff and relevant teams while also leading and coordinating all levels of activities including project lifecyle and day to day operations including staff management.
Support:	Assists with the install of low impact hardware/facility upgrades, patches and fixes to low/no impact environments or customers with low visibility (scheduled and emergency). Provides on-call support from Client Support Services (Help Desk), end users, developers, and operations staff, or automated tools regarding availability, performance or functionality problems. Provides direct client support at time of installation, deployment or repair.	Assists with the install of low impact hardware/facility upgrades, patches and fixes to low/no impact environments or customers with low visibility (scheduled and emergency). Provides on-call support from Client Support Services (Help Desk), end users, developers, and operations staff, or automated tools regarding availability, performance or functionality problems. Provides direct client support at time of installation, deployment or repair.	Assists with the installation of low impact hardware/facility upgrades, patches and fixes to low/no impact environments or customers with moderate visibility. Provide in-house AV support for all audio/video equipment, controls and conferencing systems. Provides on-call support for Technology Infrastructure, end users, developers, and operations staff, or automated tools regarding availability and performance or functionality problems. Provides direct client support at time of installation, deployment, or repair. Troubleshoots moderate to complex problems that come from Client Support Services and/or end users. Provide technical input regarding new or retrofit systems. Suggest technical alternatives.	Installs moderate/complex impact hardware/facility upgrades, patches and fixes to moderate/high impact environments or customers with high visibility (scheduled and emergency). Assesses and recommends maintenance and/or hardware/service solutions to maximize user effectiveness. Provides backup on-call support from Client Support Services (Help Desk), end users, developers, and operations staff, or automated tools regarding availability, performance or functionality problems. Assigns staff to provide direct client training as well as support at time of installation, deployment or repair.	Establishes the methodology, standards and protocols for maintenance and support work. Works with customers and CUIT staff to set priorities and establish schedules. Manages, oversees, and assigns complete system-wide maintenance and support levels. Reviews problem resolution and customer satisfaction data to determine priorities for improvements to maintenance and support. Senior-most point of support for escalated calls.
Relationship Management:	Works closely with CUIT colleagues on tasks in the Field Operations life cycle. Participates constructively in team environment.	Works closely with CUIT colleagues on tasks in the Field Operations life cycle. Participates constructively in team environment.	Works closely with CUIT colleagues on all tasks in the Field Operations life cycle.May be responsible for directing and monitoring the work of team members and or project teams.	Work with all levels of organization on problem management and resolution. Provides assistance to less senior team members. Gives guidance to other team members. May oversee team members performing specific tasks.	Leader of team. Sets team goals, coaches and counsels staff to accomplish goals. May have performance management responsibility for team. Liases with relevant faculty and administrators on various projects/initiatives and ongoing operations of systems.
Education & Experience:	Bachelors degree and/or its equivalent required. Minimum 0-2 years related experience. Familiarity with industry standards and practices.	Bachelors degree and/or its equivalent required. Minimum 2-4 years related experience. Familiarity with industry standards and practices.	Bachelors degree and/or its equivalent required. Minimum 3-5 years related experience. Solid network/systems knowledge and understanding of industry standards and practices.	Bachelors degree and/or its equivalent required. Minimum 4-6 years related experience. Strong networking knowledge and experience with multiple technical specialties.	Bachelors degree and/or its equivalent required. Minimum 5-7 years related experience. Expert level experience with a broad range of technical specialties. Prior supervisory experience strongly preferred.

Soft skills:	Demonstrates a variety of competencies including teamwork/collaboration, analytical thinking, and strong communication. Ability to interact with University administrators, faculty and staff effectively.	Demonstrates a variety of competencies including teamwork/collaboration, analytical thinking, and strong communication. Ability to interact with University administrators, faculty and staff effectively.	Demonstrates a variety of competencies including teamwork/collaboration, analytical thinking, and communication. Ability to interact with University administrators, faculty and staff effectively.	Demonstrates proficiency in a variety of competencies including teamwork/collaboration, analytical thinking, communication and influencing skills. Ability to interact with University administrators, faculty and staff effectively.	Demonstrates excellence in a variety of competencies including ability to manage a team, teamwork/collaboration with technical and functional clients/peers, analytical thinking, communication and influencing skills. Proven ability to act as a change agent. Ability to interact with University administrators, faculty and staff effectively.
Technical Skills:	Basic skills in some/all of the following technologies: Familiarity with operating systems and systems design, development, maintenance techniques and processes.	Basic skills in some/all of the following technologies: Familiarity with operating systems and systems design, development, maintenance techniques and processes.	Proficiency in some/all of the following technologies: PC/Apple hardware, basic networking tools (TCP/IP, FTP, telnet, etc.), networked printers, Windows operating systems, Mac OS, TCP/IP, Networking, MS Office Applications.	Strong proficiency in some/all of the following technologies: PC/Apple hardware, basic networking tools (TCP/IP, FTP, telnet, etc.), networked printers, Windows operating systems, Mac OS, TCP/IP, Networking, MS Office Applications.	Strong Proficiency in some/all of the following technologies: PC/Apple hardware, basic networking tools (TCP/IP, FTP, telnet, etc.), networked printers, Windows operating systems, Mac OS, TCP/IP, Networking, MS Office Applications.