

| Service Specialists - Desktop Support | | | | | | |
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| Job Family | Grade 10 | Grade 11 | Grade 12 | Grade 13 | Grade 14 - Individual Contributor | Grade 14 - Management Track |
| Service Specialists | Assistant Service Specialist | Associate Service Specialist | Service Specialist | Sr. Service Specialist | Lead Service Specialist | Manager, Desktop Support |
| Purpose: | Assists in providing day-to-day 1st and/or 2nd level end user support of assigned services. | Responsible for end user support related to assigned services. Provides day-to-day 1st and/or 2nd level end user support of assigned services. | Responsible for end user support related to assigned services. Provides day-to-day 1st and/or 2nd level end user support of assigned services. | Responsible for end user support related to assigned services. Provides day-to-day 1st and/or 2nd level end user support of assigned services. Has responsibility for advanced support. | Responsible for end user support related to assigned services. Provides day-to-day 1st and/or 2nd level end user support of assigned services. Has responsibility for advanced support. | Provides managerial oversight of all aspects of deployment, service, and support to systems. Manages and oversees the day-to-day performance of Desktop Support team to ensure that support needs are being met |
| Relation to Supervision: | Works under direction. | Works under moderate direction. | Works under minimal direction. | Works under minimal direction and often without supervision. | Works independently while leading and coordinating all levels of activities including project lifecycle and day to day operations. | Manages staff and relevant teams while also leading and coordinating all levels of activities including project lifecycle and day to day operations including staff management. |
| Support: | Assists in performing simple and straightforward repetitive implementations and upgrades. | Performs simple and straightforward repetitive implementations and upgrades. | Performs implementations and soft/hardware customizations. | Performs implementations and soft/hardware customizations. Installs moderate/complex soft/hardware infrastructure. | Perform implementations and soft/hardware customizations. Installs complex soft/hardware infrastructure. | Manages all second level end user support of assigned services. Ensures team members receive adequate training and on-going mentoring. Reviews work of the team for accuracy and overall quality. Responsible for work/projects that are relatively large in size and complexity. |
| Relationship Management: | Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment. | Works closely with CUIT colleagues on all tasks in the network engineering and maintenance life cycle. Participates constructively in team environment. | Works closely with CUIT colleagues on all tasks in the network engineering and maintenance 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 developers. Gives guidance to other team members. May oversee team members performing specific tasks. | Leads specific infrastructure, systems and administration initiatives. Provides expert level assistance to less senior system engineers; functions as a technical consultant. | 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 operating systems and systems design, development, maintenance techniques and processes | Bachelors degree and/or its equivalent required. Minimum 2-4 years related experience. Familiarity with operating systems and systems design, development, maintenance techniques and processes | Bachelors degree and/or its equivalent required. Minimum 3-5 years related experience. Knowledge of key operating systems, systems design, development, maintenance techniques and processes | Bachelors degree and/or its equivalent required. Minimum 4-6 years related experience. Strong knowledge of key operating systems, systems design, development, maintenance techniques and processes | Bachelors degree and/or its equivalent required. Minimum 5-7 years related experience. Expert level networking knowledge and experience with a specific technical specialty. | 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. | Demonstrates a variety of competencies including teamwork/collaboration, analytical thinking, and strong communication. | Demonstrates a variety of competencies including teamwork/collaboration, analytical thinking, and communication. | Demonstrates proficiency in a variety of competencies including teamwork/collaboration, analytical thinking, communication and influencing skills. | Demonstrates excellence in a variety of competencies including teamwork/collaboration, analytical thinking, communication, influencing skills, and proven ability to act as a change agent. | 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. |
| Technical Skills: | Basic skills in some/all of the following technologies: Windows and Mac operating systems. Windows networking and support background. Proficiency with Active Directory, and MS Office. | Basic skills in some/all of the following technologies: Windows and Mac operating systems. Windows networking and support background. Proficiency with Active Directory, and MS Office. | Proficiency in some/all of the following technologies: Windows OS, Mac OS, Active Directory, MS Office, Virus Protection SW, drive encryption products and data backup/retrieval. | Strong proficiency in some/all of the following technologies: Windows OS, Mac OS, Active Directory, MS Office, Virus Protection SW, drive encryption products and data backup/retrieval. | Expert level skills in some/all of the following technologies: Strong proficiency in some/all of the following technologies: Windows OS, Mac OS, Active Directory, MS Office, Virus Protection SW, drive encryption products and data backup/retrieval. | Strong Proficiency in some/all of the following technologies: Strong proficiency in some/all of the following technologies: Windows OS, Mac OS, Active Directory, MS Office, Virus Protection SW, drive encryption products and data backup/retrieval. |