

Service Specialists - Service Desk						
Job Family	Grade 10	Grade 11	Grade 12	Grade 13	Grade 14 - Management Track	Grade 15 - Management Track
Service Specialists	Assistant Service Desk Technician	Associate Service Desk Technician	Service Desk Technician	Sr. Service Desk Specialist	Manager/Sr. Manager, Service Desk	Director - Service Desk
<b>Purpose:</b>	Provides the first line of technical support for student, academic, and administrative end-users of personal and university technologies, including the campus networks, desktop and mobile devices, online resources and applications, and electronic lab/classroom facilities. Attempts to maximize first-level problem resolution, and insures that all issues are resolved to customer satisfaction.	Provides the first line of technical support for student, academic, and administrative end-users of personal and university technologies, including the campus networks, desktop and mobile devices, online resources and applications, and electronic lab/classroom facilities. Attempts to maximize first-level problem resolution, and insures that all issues are resolved to customer satisfaction.	Provides the first line of technical support for student, academic, and administrative end-users of personal and university technologies, including the campus networks, desktop and mobile devices, online resources and applications, and electronic lab/classroom facilities. Attempts to maximize first-level problem resolution, and insures that all issues are resolved to customer satisfaction. Ensures proper escalation.	Provides the first line of advanced technical support for student, academic, and administrative end-users of personal and university technologies, including the campus networks, desktop and mobile devices, online resources and applications, and electronic lab/classroom facilities. Attempts to maximize first-level problem resolution, and insures that all issues are resolved to customer satisfaction. Ensures proper escalation.	Manages the day-to-day operations of the Client Service Center. Delegates workload and assists in escalated problems. Ensures the Client Service Center is staffed and equipped to provide comprehensive technical service support for student, academic, and administrative end-users of shared and networked hard/software tools and applications	The Director is charged with developing and executing a strategy within their respective area. He/She draws on experience and/or resources with in-depth knowledge of the business or function to provide system solutions in support of IT objectives. He/She insures all projects are delivered within budget and on time. The Director will provide leadership and overall managerial oversight to their team.
<b>Relation to Supervision:</b>	Works under direction.	Works under moderate direction.	Works under minimal direction.	May oversee and direct the daily work of Service Desk Technicians. Works independently and within the guidelines of client support protocols.	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.	Reports to senior leadership team member. Sets direction and goals for department and/or team.
<b>Support/Problem Analysis:</b>	Collects presenting problem data from end user. Follows script to identify and resolve problems.	Collects presenting problem data from end user. Applies experience and intuition to solve more difficult problems.	Collects presenting problem data from end user and may run varied/multiple tests to identify issues. Accesses and utilizes in depth knowledge of systems applications and services that is not captured in the existing knowledge base or by the area expert. May execute the tracking and discovery of new solution. Evaluates complex issues that impact high number of users and are "visible". Contributes to solutions for systemic issues that cut across CUIT services.	Collects presenting problem data from and may run varied/multiple tests to identify issues. Accesses and utilizes in-depth knowledge of systems applications and services that is not captured in the existing knowledge base or by the area expert. Executes the tracking and discovery of new solutions. Evaluates complex issues that impact high number of users and are "visible". Heavily contributes to solutions for systemic issues that cut across CUIT services.	Manages all 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. Enforces problem resolution expectations for Client Service Center. Ensure adequate tools and information are available to enable the team's effectiveness. Assists on the most difficult issues that are escalated by utilizing depth knowledge of CUIT systems applications and services and end user needs. Contributes to solutions for systemic issues that cut across CUIT services.	Communicates with senior management on system-wide issues recommending solutions including resources needed, time required and benefits to be achieved. Assesses the application of new and innovative technologies, methods and concepts. Provides installation design and direction to support new technologies. May involve hardware sizing and capacity planning. Establishes the methodology, standards and protocols for installation and implementation work. Sets problem resolution expectations for Client Service Center.
<b>Relationship Management:</b>	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.	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.	Responsible for the capabilities and configuration of the team and its preparedness to meet the IT and business requirements of the department. Partners with relevant faculty and administrators to support financial, academic and research goals of the University. Has responsibility and oversight for all personnel decisions.
<b>Education &amp; Experience:</b>	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 experience with a broad range of technical specialties. Prior supervisory experience strongly preferred.	Bachelors degree and/or its equivalent required. Minimum 7-9 years related experience. Experience in all relevant technical specialties, methodologies and tools. Prior managerial experience required.
<b>Soft skills:</b>	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 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.	Demonstrates excellence in a variety of competencies including ability to lead 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, MS office applications, email, internet, web tools and networking.	Basic skills in some/all of the following technologies: Windows and Mac operating systems, MS office applications, email, internet, web tools and networking.	Proficiency in some/all of the following technologies: Windows and Mac operating systems, MS office applications, email, internet, web tools and networking.	Strong proficiency in some/all of the following technologies: Windows and Mac operating systems, MS office applications, email, internet, web tools and networking.	Strong Proficiency in some/all of the following technologies: Strong proficiency in some/all of the following technologies: Windows and Mac operating systems, MS office applications, email, internet, web tools and networking.	Broad functional and/or technical experience in all relevant technical specialties, methodologies and tools such as Windows and Mac operating systems, MS office applications, email, internet, web tools and networking.