Service Specialists - Teaching & Learning

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, Service Specialists
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. Leads/supervises day to day activities performance of 2nd level Service Specialists to ensure that all support needs are met.	Provides managerial oversight of the functionality of applications. Manages and oversees the day-to-day performance of 2nd level Service Specialists to ensure that all support needs are 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 the functional aspects of 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 2nd 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: End user web based application testing. Jira, XML, XSLT, CSS and HTML.	Basic skills in some/all of the following technologies: End user web based application testing. Jira, XML, XSLT, CSS and HTML.	Proficiency in some/all of the following technologies: End user web based application testing. Jira, XML, XSLT, CSS and HTML.	Strong proficiency in some/all of the following technologies: End user web based application testing. Jira, XML, XSLT, CSS and HTML.	Expert level skills in some/all of the following technologies: Strong proficiency in some/all of the following technologies: End user web based application testing. Jira, XML, XSLT, CSS and HTML.	Strong Proficiency in some/all of the following technologies: End user web based application testing. Jira, XML, XSLT, CSS and HTML.