

## Position Summary

## Manager's Comments

### **Please summarize the overall purpose and key objectives of this job.**

The position of Computer System Support Specialist (CSSS) of the Northern Medical Program (NMP) is responsible for designing, implementing, and managing the Information Technology and Audio Visual requirements of the Northern Medical Program of UNBC in compliance with the University's policies and procedures. The position must also collaborate and implement the required infrastructure mandated by partner sites including University of Victoria (UVic), University of British Columbia (UBC), Prince George Regional Hospital (PGRH) and Medical Council of Canada (MCC) for the Distributed Medical Program.

Inter-site relations and coordination for any computer related issues that impact the Distributed Medical Program are a primary function of this position. This position will represent UNBC and the NMP in developing inter-site IT solutions for the medical expansion program province-wide.

Due to the dynamic nature of this position, all the variables may not be covered in this Position Description Questionnaire document; however, the incumbent acts in the following capacity on a regular basis for the Northern Medical Program to deliver successful inter-site and local technology requirements: System Administrator, Desktop Support Specialist, Network Administrator, Audio Visual Technician, Technology Advisor, Hardware Technician, and as a functional supervisor on IT related-work.

This position is responsible for the day-to-day operations and forecasting technological requirements of the NMP computer environment (Windows-based servers, desktop systems, and Mac systems). This includes:

- managing computer network infrastructure;
- managing authentication server (domain controller);
- backing up the domain controller, Terminal server, file server, exchange email server;
- ensuring consistency of 24/7 operational systems for NMP system users;
- leading inter-site projects (UNBC, UVic, UBC, PGRH);
- delivering computer consulting for new faculty and staff members;
- imaging, testing and deploying Multipurpose computer lab images including Problem Based Learning centers and gross anatomy lab computers;
- managing Go Print System for Northern Medical Program; and
- managing Print Server for Northern Medical Program.

This position is also responsible for troubleshooting of mobile devices such as laptops, hand-held Personal Data Organizers, BlackBerries, Moto Q, etc.

The Computer Systems Support Specialist is additionally responsible for setting-up and monitoring online exams. This position must provide a secure computer communication link between NMP systems and the main exam server at UBC in order for medical students to participate in confidential medical exams. To achieve this, the incumbent must communicate with UBC IT counterparts to implement policies agreed upon by partner sites while maintaining the integrity of UNBC systems policies. This position is also responsible for setting up systems guidelines and monitoring computer activities during online exams. With the need for more licensed medical practitioners in Northern BC, this position must comply with the requirements outlined by the Medical Council of Canada (MCC) regarding the configuration of computer terminals for special online examinations which are different from student online assessment distributed by UBC. This may require entire computer lab setup or individual group policies setup to accommodate all these requirements.

The incumbent must possess excellent communication and time management  
Position Description Questionnaire  
Revised: January 2001

skills in order to assist a broad range of clients from varying backgrounds, while dealing with a high volume of service calls and multi-tasking several projects at any given time. There is continuous pressure to perform tasks within strict timelines due to the high demand for computer resources.

The incumbent must also work as a member of the Audio Visual Team on a regular basis. This may include acting as backup for Audio Visual Technicians:

- initiating inter site Audio Visual Equipment broadcasting for Distributed Medical Program sessions
- testing lecture theaters prior to video conference classes
- monitoring the audio visual systems for the duration of classes
- communicating with Technicians at partner sites such as UBC, UVic, and PGRH to provide a seamless environment for the NMP's lecture delivery.

This position is also responsible for training new users in the use of audio visual equipment in lecture theaters including PGRH. This position is required to combine computer environment knowledge with Audio Visual knowledge to devise or resolve any operational challenges with Audio Visual class delivery.

The Computer System Support Specialist (CSSS) for the NMP provides functional supervision and training to two Audio Visual Technicians on a continuous basis to act as backup. This requires:

- time management,
- forecasting any issues that may arise from scheduling conflicts,
- creating knowledge modules for the Technicians to be trained in and delivering those modules to keep them up-to date to meet evolving IT requirements.

The CSSS is responsible for creating and managing new user accounts including exchange email accounts, and for managing NMP responsibilities for the LiveTime user database which authenticates against UNBC's Banner and FastPortal systems.

Managing software licensing is an integral part of this position:

- managing all aspects of software licensing on all operating systems (Mac and Windows),
- contacting vendors,
- researching and negotiating for better options.

This position must respond to user problems related to hardware issues and be able to determine computer hardware problems, and obtain replacement parts in a timely manner to minimize downtime for end users.

Time management is crucial to organizing training sessions within the support center area or in person in the offices of faculty/staff members who require help with computers. This can be as simple as how to press ALT+CTRL+DELETE on a keyboard or as complicated as how to run Statistical Analysis Software, Data Mining tool, predictive Analysis tool such as SPSS or SAS from a terminal server, to writing syntax codes. The incumbent must analyze and interpret user requests on an ongoing basis in order to determine improved solutions and service delivery times.

Due to the NMP's position as a leader in providing state of the art technical facilities, the CSSS must stay up-to date on emerging technology and software through various means including self training, manuals, and resources such as tech forums and blogs that are available online. Strong research abilities and skills are essential to be able to resolve undocumented issues quickly.

The CSSS is responsible for providing fast and reliable service in the following areas:

**Computer server management** – The incumbent must ensure that the NMP computing systems and infrastructure are continuously available (24/7). This requires constant monitoring, maintenance and repairs, often working evenings and weekends to reduce downtime.

This position also requires on call coverage for evenings and weekends and must be able to design, test, manage and implement all aspects of server management for the following systems and areas to allow NMP computer users 24/7 access to its computer resources securely on or off campus from different universities or Distributed Medical Program locations. This includes:

- Server Maintenance (Domain Controller, Backup Domain Controller, Terminal Server);
- Domain Level policy design, testing, implementation and maintenance;
- computer account management;
- exchange email account creating and management;
- assessing threats to NMP network and servers and taking necessary actions;
- research and development print server management, user quota management, and LiveTime database maintenance.

**Audio Visual Backup** – In the Distributed Medical Program the CSSS must be able to act as backup for the Audio Visual Team. This requires a diverse range of AV work such as flash up, monitoring, identifying issues, and coordinating with remote sites.

**End-user computer support** – The CSSS is required to provide quick and prompt support for NMP's computer users which include 200 faculty members, 18 staff and 112 medical students. The following aspects are integral parts of this position in order to accommodate this support level – Windows based desktop and laptop support, Apple/Mac based desktop laptop support, Student Computer Lab (Multi Purpose Lab), Problem Based Learning Room's computers, Student lounge computer support, users at Prince George Regional Hospital, printer support, mobile device support, local computer policy design, testing these policies, and implementing policies to run a secure and safe computer environment, external resource support for Medicol, ProxyPal, MyUBC, Resource Scheduler, Northern Health Authority Network, and Computer network analysis.

**Online assessment** – Providing a secure network access to UBC's online assessment system and the Medical Council of Canada (MCC) system for national exams is an ongoing process for this position. This requires extensive coordination with local and external partners such as UBC, UVic, and MCC.

**Hardware troubleshooting, purchasing and recommendations for faculty and staff** – NMP deploys cutting edge computer systems and network technology, and requires a constant supply of new hardware for computer needs. The CSSS must work with Windows, Apple, and server based systems that may require minor or major hardware troubleshooting. This often requires working with delicate electronics such as printer display panels, RAM, hard-drives or motherboards inside a computer.

**Supervisory duties** – The CSSS supervises two Audio Visual Technicians in their duties as IT Backup for NMP which requires providing regular training, providing direction regarding IT related issues, giving feedback, and scheduling or assigning tasks.

## Duties and Activities

Please describe the duties and activities you regularly perform, indicating for each the percentage of time you spend on each activity, the frequency of occurrence and the relative importance of the activity. Please combine those activities that are similar in nature. (e.g. clerical duties, administrative duties)

Total Time: 100%	Frequency	% of Time	Order of Importance	Manager's Comments
Activity 1 - – Computer server management	Choose One	30	1	

The CSSS must ensure that the NMP computing systems and infrastructure are continuously available (24/7). This requires constant monitoring, maintenance and repairs, working evenings and weekends a few hours a month in order to reduce downtime during classes. This position requires on-call coverage for evenings and weekends. The CSSS must design, test, manage and implement all aspects of server management for the following systems and areas to allow NMP computer users secure 24/7 access to its computer resources on campus and remotely from different universities or Distributed Medical Program locations:

**Server Maintenance (Domain Controller, Backup Domain Controller, Terminal Server):**

All aspects of building and maintaining servers to allow secure 24/7 access to NMP's network and computer resources is the responsibility of the CSSS including local and visiting faculty members, staff, and students. Proper set up and maintenance is required in order to ensure the integrity of data, and to minimize the frequency of downtime for all users.

**Domain level policy design, testing, implementation and maintenance:** The CSSS continuously researches, develops and tests different security settings at the domain level to ensure secure and seamless computer environment for its end users. The CSSS must take into account previous experience and combine that understanding with future developments to develop policies that affect each user of NMP computing resources; this may include expansion of online exams to Medical Council of Canada along side exams hosted at UBC.

**Computer account management:** The CSSS creates active directory accounts on the MED domain to allow users to gain access to network resources, and applies policies on access level based on user designation.

**Exchange email account creating and management:** Each user has an email account on the exchange server associated with their NMP account which must be configured, managed and maintained on the server by the CSSS: failure to do so would result in significant email loss and could include email forwarding to NHA accounts as per NHA's policy that does not allow emails to be sent from outside accounts, despite the fact that UNBC/NMP must forward emails to their accounts; if forwarding is not done properly, email loss is a certainty.

**Threat and security assessment, and preventative measures:** Assessing threats by checking server logs to ensure and manage a secure computing environment, and continuously applying software patches to update Microsoft Windows servers ability to protect against threats.

**Research and development:** The CSSS must be able to cope with ever evolving technology, which requires a high degree of research and rapid comprehension in order to keep up with user requirements, assess any threats, identify opportunities, and respond accordingly.

**Print server management:** Create and maintain print queues for NMP printers to allow users access to networked printers, registering static IP addresses on servers for printers to use, registering IP and MAC (unique machine ID) address of the printer, and updating drivers are performed by this position.

**User quota management:** This position has access to online network resource management tools which allow control of user network space usage. Email quotas are also managed by the CSSS, and are essential to ensure that users have enough space to save their data without data loss and frustrations among users.

**LiveTime maintenance:** This position is responsible for the LiveTime system's NMP organizational unit which includes adding users, removing users, restricting access so only users with valid med domain accounts can log in.

**Data backup and security:** The CSSS is responsible for maintaining up-to date backups in conjunction with UNBC ITS, which requires testing backups regularly. When file restoration is required, proper procedures must be followed to retrieve the file or files as requested by the end users. Security of data on NMP network is a significant concern due to the confidential nature of the medical information stored.

**Script Review/Programming/Implementation/Maintenance:** Script programming allows users to connect to network resources such as printers, network drives and dictates user access. The CSSS is required to write programming scripts and must constantly review the script files in order to allow timely access to these resources. Simple mistake on the script will prevent users from connecting to network resources, or even from accessing the computer.

Activity 2 - <b>Audio Visual Technical Support</b>		20%	2
<p>Within the Distributed Medical Program, the incumbent must act as for the Audio Visual Technicians as required. Duties may include: regular flash-ups - testing video feeds from UBC or UVic received by UNBC; ensuring remote sites can receive broadcasted sessions originating from UNBC; ensuring audio systems are working properly so that students can hear lectures from remote sites and vice versa; monitoring classes; resolving any issues that may arise during lecture delivery; preparing for any emergencies that may arise before or during the session; and being prepared to exercise good judgment and decision making during emergencies. Standard procedures can be followed but sometimes using own discretion is a must as all issues can not be predicted beforehand and vary widely in scope. For example, if NMP students are not receiving audio from UBC or UVic, the microphone may be muted at the originating site, or speakers are turned off locally; however, simply identifying the issue is sometimes not sufficient to resolve the issue, as the problem may network related.</p> <p>Coverage of Audio Visual Technician duties requires continuous training and skill development to ensure successful audio visual session delivery. This includes formal training offsite and local training with the AV staff. During an emergency, such as a dropped call during a session, the incumbent works under stress and time pressure to independently or collaboratively resolve the issue. Down time must be minimized to within a few seconds and up to 5 minutes, because classes will not be rescheduled in the event of a longer outage. The potential for loss of learning for students could result in a negative impact on the Northern Medical Program and UNBC with Distributed Medical Program partners..</p> <p>The incumbent must identify issues with Audio Video equipment and prepare service requests accordingly, log issues in the observation log and Helpstar tracking systems precisely, so as to be understood by both Technicians and non-technical staff. The CSSS is also required to assist the Audio Visual Team with networking and computer requirements, including dealing with all network aspects of the Distributed Medical Program Audio Visual (DMPAV) network, which is separate from regular UNBC network and shared with UVic and UBC.</p> <p>The CSSS collaborates with the AV team in planning projects such as Video On demand solutions or Internet Protocol based camera solutions. It should be noted that AV systems used by the NMP are complex and unique to UNBC, and require in-depth knowledge and ongoing learning to master just the basics needed to provide lecture support and assistance in projects, especially when it is not a primary focus of the position. As a team member of NMP's Audio Visual group, this person must help develop and follow set inter site protocols and local protocols when dealing with things like, technical class disruptions, upgrading systems for capital renewal, maintenance, training, and start up procedures. Due to the complexity of the systems used by UNBC, UVic and UBC, people involved must train themselves to detect even the minor issues before they become major one.</p> <p>The CSSS must be comfortable with different vendor specific Audio Visual equipment, including ClearOne audio conferencing products, Tandberg Video Conferencing units, and Crestron Control Systems. The incumbent is required to learn about these systems and support them as required. This is achieved through continuous onsite, offsite, and online training and knowledge development.</p> <p>A successful Audio Visual infrastructure design combines Audio Visual equipment properly configured on a network environment. The CSSS is responsible for all network related functions that affect the delivery of onsite and offsite Audio Visual delivery through PGRH, UVic, and UBC. The incumbent's computer expertise supports NMP and intersite counterparts to design, test, implement, and re-design a successful Audio Visual infrastructure.</p>			

Activity 3 - <b>End user Computer Support/Tier 3 Desktop Support</b>	<b>Choose One</b>	<b>15%</b>	3
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The CSSS must provide prompt support for NMP's computer users. The following duties are integral parts of achieving this level of support:

**Desktop Configuration Administration:** The CSSS is responsible for deploying desktop operating systems for Microsoft and Apple/Mac on desktop and laptop computers. The incumbent must be able to deploy service packs and updates to those computers. Desktop configuration administration is also involved in setting the strategic direction for the desktop operating system and applications such as the migration or deployment of Vista operating systems from Windows XP operating systems. This can also involve writing a script which will dictate where users save their files on the network from their desktop computers.

**Windows based desktop and laptop support:** The incumbent provides support to all aspects of Windows desktop and laptop users, including trouble shooting issues, determining and resolving network connectivity issues, configuring wireless system, and all other software and peripherals.

**Apple/Mac based desktop laptop support:** Due This position provides support to Apple/ Mac operating systems. This requires installing new operating systems, configuring email programs such as Entourage or Mail, installing custom software including office, antivirus, and printer programs, configuring Apple/Mac to connect to NMP Windows based network resources. This requires troubleshooting in an Apple/Mac environment as required, based on user request.

**Student computer lab (Multi Purpose Lab), Problem Based Learning Room's computers and Student lounge computer support:** Required to design and configure a variety of software images which are installed on the many models of PC's that clients use. Many images are unique and must suit the particular PC, such as one set of images used for exams, and a separate set for regular lab usage. After the image is loaded, set up continues at the labs, which requires configuring the user environment, and configuring software as required by the Distributed Medical Program; for example, for lab usage, students require software to view blood cells using a "histology" program. This is a large software program and takes up a great deal of space on the hard drive. As a result, this type of specialized software are not necessary during online exams and must not be installed on the image to minimize image deployment time and utilize less network resource while deploying images.

**Supporting users at Prince George Regional Hospital:** UNBC staff working at PGRH requires computer support from the CSSS. This entails regular visits to PGRH to train users, setup their computer accounts, troubleshoot any issues connecting to the NMP network from PGRH, and all computer hardware support which may require ordering new parts and performing installations.

**Printer support:** All networked and local desk side printers are supported by the CSSS, including creating print queues as required for networked printers, configuring the go-print system for student labs, and managing drivers for both Windows and Apple/Mac based printers.

**Mobile device support:** Initiating hand-held devices such as Palm Pilots, Blackberries to synchronize with UNBC's exchange server to prevent email loss.

**Local computer policy design, management and implementation:** Local computer policy is a way to control user computing environments that dictate what folder on the network a user can access, which printer the user can print to, or what email server the user should connect to. To achieve this task, the incumbent must configure local policies such as administrative accounts, power user accounts, or general user accounts, printer mapping, and network drive mapping on the computer.

Activity 3 - continued	Choose One	15%	3
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**Activity 3 – End user computer support/Tier 3 desktop support ... Cont ...**

**Local resource help such as fileportal, pdf.unbc.ca, ftp, web.unbc.ca:** The incumbent must be able to assist any users including faculty, staff and students to assist with UNBC resources. Fileportal enables the transfer of large files over networks; pdf.unbc.ca is used for converting documents into a secure, pdf format; ftp is used for file management; web.unbc.ca is used for personal websites associated with each account. The incumbent must be able to distinguish between what can be done with when users are logged onto the network with a MED account, when to log on with a UNI account, and when to use ADM account.

**External resource support for Medicol, ProxyPal, MyUBC, Resource Scheduler, NHA network or computer, Provincial Health Network's Terminal server, Elluminate software:** As a result of Distributed Medical Program requirements, NMP students, faculty and staff require access to outside network resource access such as Medicol, which is hosted by UBC to allow users to retrieve information regarding classes, class notes and lectures, or check schedules. ProxyPal needs to be configured to connect to the UBC library from the NMP network. MyUBC is used to gather students' personal information, or to allow students to access the interchange email system hosted by UBC for all students of the Distributed Medical Program. The incumbent must be able to learn and adapt to all these systems in order to serve users effectively. This requires liaising with external sites, identifying the source of local, remote, and network problems and determining a proper solution for the problem. Provincial Health Network (PHN) employees who work from NMP sites, require support from the incumbent which includes PHN's Citrix terminal server user end setup and Elluminate software setup for online conferencing. This is not typical AV setup, and includes servicing PHN's laptops. In such cases the incumbent must provide support on a best effort basis, and consult with the PHN IT Department to resolve any issues as required.

**Computer network analysis:** Because of Distributed Medical Program requirements, NMP uses a separate network known as DMPAV network. The incumbent must recognize the difference between UNBC and DMPAV network and must communicate with AV group to determine any issues and devise solutions. This may include, opening network ports to allow certain traffic just for AV equipments but not to regular internet traffic. This may also require managing DHCP servers which contain all network equipments that accesses the network internally and externally. The NMP also maintains a wireless network which is generally maintained by ITS group of UNBC, but for NMP section, the incumbent is responsible for managing wireless systems including trouble shooting, creating guest accounts, configuring VPN clients for both Apple/Mac and PCs, and connecting to network resources via wireless. For any day to day uses, the incumbent must determine any network issues that are affecting the end users. This may include not being able to connect to MediCol systems at UBC, or MyUBC systems. All may require network issue resolution, for example, the IP may not be configured properly on the user machines, or UBC Library's ProxyPal is not configured properly for the end users at NMP.

## Duties and Activities ....continued

	Frequency	% of Time	Order of Importance	Manager's Comments
<b>Activity 4 - Project Management for inter-site or intra-site projects</b>	<b>Choose One</b>	<b>10%</b>	<b>4</b>	
<p>This position will work in conjunction with UVic and UBC to plan and support large scale projects, such as the migration to new operating systems and the upgrade of the polices that impact our local computer environment or online exam environment. This includes capital replacement projects in conjunction with Distributed Medical Program participants. This may be a local project such as collecting inventory information for all hardware at NMP, or implementing a video on demand solution. Constant time management, research, developing plans, evaluating solutions, recommending a solution and then implementing and testing that solution are required.</p> <p>This position sits on the Technology Advisory Group to represent the Northern Medical Program and UNBC which requires meeting with team members via audio conference at least once a week, and representing the NMP as a member of the AV team, which requires once a week video conferencing with remote sites including UBC, UVic, Royal Jubilee Hospital, and St. Paul's Children's hospital.</p> <p>Inter-site or intra-site projects also require constant research development of knowledge to better represent NMP to the Distributed Medical Program. This requires local understanding of technology, identifying opportunities or limitations, and forwarding those ideas and concepts to the team members to devise a solution to any project challenges that affect all partners in the Distributed Medical Program.</p> <p>Because this position must work with UNBC IT, UVic IT, UBC IT, PGRH IT, and MCC (Medical Council of Canada) IT, simply implementing a Virtual Private Network (VPN) box is a very time consuming project and requires very diplomatic actions. What is recommended by MCC is not possible to implement at UNBC, or what UBC is doing with the same thing is not feasible with NMP. In such cases the CSSS must work in conjunction with the UNBC IT department to come up with a solution that meets MCC requirements but at the same time does not violate any policies at the local site. This entails in-depth time management, research, coordination with inter-site teams, regular email communications, as well as in person and telephone conferences. When put into project management perspective working with varied sites and systems, this simple job of implementing a VPN box can become a major project.</p>				

<b>Activity 5 - Hardware troubleshooting, purchasing, and recommendation for faculty and staff</b>	<b>Choose One</b>	<b>10%</b>	<b>5</b>
<p>Because NMP deploys cutting edge computer systems and network technology, it requires purchasing constantly updated hardware for the computer environments. This position must be able to identify user requirements and purchase hardware accordingly, including equipment for Windows based computer environment, Apple/Mac based computer environment, and server environment. The CSS must coordinate with different sites as well as PGRH to setup any computer systems there. The NMP's Year 3 and Year 4 student groups are situated at Prince George Regional Hospital (PGRH). NMP's staff members at PGRH, including students, use the Northern Health network to connect to NMP systems: this requires coordination between PGRH and NMP, as well as between NMP and PGRH for any computer issues on a hardware level. Due to the fact that the machine belongs to UNBC, the incumbent must be able to address any hardware issues for the computers that are at PGRH. Hardware troubleshooting is a big part of this position as well, and requires identification of hardware issues on desktops and laptops by running different diagnostic tools, contacting vendors for the machines under warranty, identifying the defective parts such as the mother board, hard drive, cd-rom, ram, power supply, CPU, or monitor, and following up when arrives by replacing it. This requires the skills of a computer hardware technician such as with working with delicate electronics like printer display panel modules or system boards of a computer.</p>			
<b>Activity 6 - - Online Exam/Assessment for students and Medical Professional Licensing Exams</b>	<b>Choose One</b>	<b>10%</b>	<b>6</b>
<p>Providing a secure network access to UBC's online assessment system and also to Medical Council of Canada (MCC) systems for national exams, is an ongoing process for this position which requires managing an entirely separate set of domain level polices and local policies to ensure secure access as required by UBC system. This also requires separate hardware known as a Virtual Private Network (VPN), which allows a secure connection for exams only to the Medical Council of Canada exam server in Toronto. At any given time exams can be taking place only at NMP or all other universities at the same time. This requires group coordination between NMP assessment team, Exam creators in Vancouver, the Exam technical team at UBC, participants at UBC, and also the participant group at UVic, time management, testing and making sure everything is secure and the online exam is delivered properly.</p> <p>NMP participates in approximately 10 exams each year; however, this number will increase when MCC exams take place. The work is done on a daily basis until the setup is complete, and satisfies local and remote needs, which can be a project itself. After that, regular maintenance must be done to accommodate any changes or updates, as required, by inter-site or MCC team.</p> <p>During an exam the incumbent must be available to the NMP Assessment Team and also remote site Assessment Teams to address any issue that may occur during an exam. This requires communications through chat programs, via cellular or land phone on a regular basis. During an exam, the incumbent is required to coordinate with the Assessment Team at UBC to test each exam to make sure everything is in working condition prior to the scheduled exam. Based on what solution is used during the exam (GPO based or Image based) the incumbent must be able to return the exam hall to its regular Multi Purpose Lab usage.</p>			

<b>Activity 7 - Supervisory Duties and training to staff members, faculty and students</b>	<b>Choose One</b>	<b>5%</b>	<b>7</b>	
<p>The incumbent provides functional supervision for 3 AV Techs to act as IT Backup for NMP. This includes providing regular training, providing functional direction regarding IT related issues, providing feedback when requested by the Techs, determining and assigning work within the given scope and ability of the individuals, and continuously checking on assigned work. This includes assessing the competency level for each individual before assigning tasks, and may also include offering the Technicians opportunities to learn while not delaying tasks on hand. If the CSSS offers a hardware upgrade on Mac machines to the Technicians and they are unable to attend this, then the incumbent must decide whether this can wait or not. If the hardware upgrade can not wait, as per user request, then the incumbent must communicate with everyone and perform the task alone. Opportunities can include training on how to install operating systems on laptops or desktops or on an Apple/Mac, how to configure printers on Windows and on Apple/Mac, how to configure network printers, and simple tasks such as how to archive emails properly.</p>				

# 1. Education

1.(a) **What minimum formal training and/or educational level is REQUIRED to do this job? *Note: Requirements to competently perform this job.*** (Select only one of the following choices, use the spacebar if you do not have a mouse)

- Less than high school
- High school or equivalent
- High school plus additional course work
- One year certificate/diploma
- Two year certificate/diploma
- Three year certificate/diploma
- University undergraduate degree
- Graduate degree
- Additional training/Doctorate
- Other (specify, including length of training)

Comments:

**Certificate(s) or License(s) in addition to the above.** (e.g. CGA, P. Eng., Trades Qualifications)

CCNA (Cisco Certified Network Architect)

MCSE (Microsoft Certified System Engineer)

DELL Certification for tier 1 and tier 2 service requests from Dell.

RHCE (Red Hat Certified Engineer)

Tandberg Certifications (AV systems)

## **Please describe why the selected Education level is required.**

In order to effectively develop and maintain a network of computer systems, it is necessary to have a deep understanding of the underlying technologies. Often, the solution to a problem may need to be developed based on the knowledge of *how* the system or technology operates. Also, the programming skills, problem solving skills, project management skills, public speaking skills, communication skills, identifying opportunity and threats skills developed during a formal education will help address any system related issues in a structured manner. A Bachelor's degree in an IT-related field provides the necessary foundation for the wide range of responsibilities that are expected from this position. This position requires a solid understanding and experience in programming, hardware, networking and database systems (i.e BANNER, Active Directory).

Certification in Audio Visual (AV) systems will enable the incumbent to incorporate many issues that correlate between computer environments and AV equipment. This includes understanding layer two networks in a computer environment which is used by AV equipment. Understanding of what kind of devices the incumbent is dealing with will assist in troubleshooting operational issues. For example, some devices can only take 4 cameras and if another camera is put into the wrong port the entire system will burn out. In such cases, a significant amount of financial loss can be incurred.

# Manager's Comments

**Qualifications: What additional skills, training courses and/or qualifications are required for this job?**

This position requires outstanding communication skills. This position will be coordinating with both UBC and UVic, participating in inter-site meetings, evaluating hardware/software and initiating development of inter-site solutions.

- Experience managing Windows Server 2003
- Experience with Active Directory
- Experience with Terminal Services
- Experience with networking gear
- Experience with Apple/Mac based systems
- Experienced with research and development
- Computer hardware repair (A+)

Advanced knowledge of Server hardware, operating systems, virtualization and management is an essential requirement for this job. Computer hardware repair knowledge is a must, including Windows Based PCs and Apple/Mac. The incumbent must also be comfortable working with a diverse range of hardware from different vendors, including server hardware from DELL or IBM, Laptops from Toshiba, Dell, IBM, Acer, HP, and printers from Xerox, Dell, and HP.

Familiarity with AV equipment is helpful for this position due to the nature of the job. As a team member of the Audio Visual group, the incumbent may have to handle all the requests in any given day without any supervision, and make informed decisions such as determining the audio level on a microphone to ensure remote sites receive clear audio communications, or fine tuning the speaker volumes so local students can understand what is being broadcast from remote sites.

Programming skills in many areas are required, including systems level programming, shell scripting and the development of distributed software systems. This will provide the incumbent with understanding of a shell scripting. One of the purposes of this is to connect to network drives on terminal servers so users don't have to manually map the drives, or connecting to the printer available to them.

Vendor specific certifications such as DELL certification can be used to expedite any hardware related issues. DELL computers require Technicians to have certain certifications to order parts directly from their premier website or from direct part request sites, and to have access to their internal manual database. Once achieved, this certification will assist the incumbent with faster response to end users. This requires continuous upgrading of certification levels that are being provided by DELL to UNBC.

Customer service skills are very important as this position deals with such a diverse group of end users on a continuous basis. The system administration environment is entirely different from the AV Technicians' positions, and Tier 3 desktop support is entirely different than system administration and audio visual technical support. The incumbent must be able to adapt quickly, sometimes within seconds, to change roles, whether that is supporting a server related issue, doing a flash up on the AV equipment, or helping a user who can't connect to their H:\ drive from a Apple/Mac machine. This interaction, whether in person, over the phone or via e-mail, must be handled with patience, tact, and discretion. Several years of customer service experience is necessary to ensure the CSSS has had vast exposure to a multitude of experiences and can perform in a professional manner, especially when dealing with someone in a stressful situation.

## 2. Experience

2.(a) **How much "minimum" prior related work experience is required for someone to perform this job competently? Please tell us what is NEEDED for this job, not how much experience you have.**

- Less than 1 month required
- More than 1 month but less than 6 months
- More than 6 months but less than 12 months
- More than 1 year but less than 2 years
- More than 2 years but less than 3 years
- More than 3 years but less than 5 years
- More than 5 years but less than 7 years
- More than 7 years but less than 10 years
- More than 10 years

**Why? Please provide a description of the related work experience required.** (e.g. supervisory, budget, computer literacy)

Experience supporting and operating in an environment with multiple operating systems such as Windows 2003 server environment, Windows terminal server environment, Windows XP environment, Mac/Apple environment, and mixed security requirements is required. This position requires direct technical experience in the operations of server management, domain controller, server design, and all aspects of a system administrator. Experience must be practical, including hands-on work with hardware, networks, and operating systems.

Project management and multitasking experience are extremely important. These skills are generally obtained with work experience and maturity. The majority of this position is project based, therefore, experience with IT project development, planning, and implementing is essential.

The incumbent should have an extensive arsenal of experience on not only computer related issues but also exceptional customer service skills. Training and policy development skill are also needed.

Supervising IT related tasks for the AV Technicians who work as backup for this position is an integral part of this position, and requires scheduling, monitoring, and feedback. Some experience is necessary in supervising 2 positions to get the IT related tasks done properly.

2.(b) **How much on-the-job learning time is required for someone to perform this job competently?**

- Less than 1 month required
- More than 1 month but less than 3 months
- More than 3 months but less than 6 months
- More than 6 months but less than 12 months
- More than 12 months

## Manager's Comments

**Why? Please give examples of the job duties you were considering in making your determination.**

This position not only works in conjunction with UNBC ITS, but also works with all the IT departments at other partner sites such as UVic, UBC, PGRH, MCC. Developing working relationships with participants and counter-parts at the partner sites (UBC, UVic, PGRH, all other participants of Distributed Medical Program) will take time. Communicating and coordinating with the partner sites is critical to this position and includes for all Computer environment work and AV work. Previous work experience is required in understanding how to deal with team members and also how to work as an individual.

It takes a full academic year to go through all the cycles that occur in this job such as start of a new academic year, budgeting, capital equipment replacement, end of term(s) and project implementation. The full year is needed to understand when it is best to implement a given project or perform certain types of maintenance. As the program is expanding dynamically, it may take longer than a year to find all the key resources at the remote sites.

Some of the projects that the position will be involved with may take more than a year to design and implement. It requires significant time to learn who the key stakeholders are for each project. The incumbent must be diplomatic and use judgment in understanding the internal structure of other sites before doing anything and this will require continuous on the job training. For example, for MCC exam, UBC and Uvic are utilizing server based group policy but for UNBC's internal network structure NMP will be using local group policy. However, this information must be shared among all technical members at UVic or UBC or MCC tactfully.

### 3. Complexity

- 3.(a) **Would you say this work is:** (Please check only one of the following choices, use the spacebar if you don't have a mouse.)
- Very Structured (always follows established procedures)
  - Structured (usually follows established procedures )
  - Moderately Structured (can choose procedures and adapt work methods as necessary)
  - Unstructured (uses own ideas and may be involved in the development of procedures)

- 3.(b) **Please give examples of the most complex or difficult problems you are required to solve. How often do you resolve problems of this nature?**

Supporting employees from NMP whose offices are located at PGRH is very challenging. Even though they are employed by UNBC, they are using an entirely separate active directory structure and computer system. The NMP provides those staff with hardware, but PGRH provides software. As a result, when a support request comes, the incumbent must quickly identify the issue and determine whether it is NMP network related or a PGRH software issue. This also requires frequent visits to PGRH to train users. NMP employees who work at PGRH use the Terminal server (MEDTS) to access NMP resources via the Internet. As a result, it is a top priority to ensure the Terminal server is up and running, 24/7. This requires constant monitoring, recognizing threats, and taking preventative measures. For hardware related issues, the incumbent must take into account the IT Department of PGRH before drawing any conclusions, which could mean that if the IT department of PGRH calls and reports a NMP machine is down because of hardware failure, the incumbent must be able to identify what the issue is. Sometimes it may have nothing to do with the hardware but just some software issue. In such cases, the incumbent must be able to communicate with PGRH's IT Department very diplomatically and explain the technical reason for the problem. A typical example is when a user from PGRH calls who is frustrated because the Excel file that worked yesterday is not working today from the Terminal server. When the file is copied on the hard drive on the local machine it works, but it doesn't work on the Terminal server. In such a case, critical investigation is required and without further irritating the user, the CSSS must find a solution from both desktop support end and the server end. After trouble shooting the issue, the problem may turn out to be that the file name and the location of the file is longer than 256 characters. As a result, when the file is being copied on the local machine it

### Manager's Comments

works but from the original location on the Terminal server, it fails to work. A user from PGRH connecting to the Terminal server requires connection to a printer that is on the PGRH network. In such cases, the incumbent must find the printer's name, ip address, or network information, in order to connect the user to a different network printer.

The incumbent also acts as the System Administrator for the Northern Medical Program. The identification and resolution of profile concurrency issues on multiple Terminal Services servers requires complex analysis. On top of the NMP Terminal server, each user has access to TSS and STS terminal servers which are managed by UNBC ITS. For casual positions, and also new employees or employees who are leaving NMP, these are very important resources. The CSSS must use the results of independent testing to replicate the problem, which may or may not be possible in such cases. The incumbent must use previous experience and process of elimination to determine the real cause. Sometimes the information available may be limited. Once all of the necessary information has been acquired, the CSSS must use logical analysis to define and identify the problem. Once the problem has been identified, the CSSS must then develop an effective solution for the problem that won't create any new problems for other users. The incumbent resolves problems of this nature on a daily basis.

For inter-site projects, the analysis and interpretation requirement is very high. A simple matter of choosing a wireless mouse and keyboard for consistent use at all sites can be tricky because everyone has their own choices and requirements or local policies to be followed. For internal projects, a user may just say, "I want to broadcast my class lectures via web to all students." The interpretation and analysis of this task is tremendous. In conjunction with AV Technicians and Program Coordinator, the incumbent must bring out all the requirements from the computer side, along with the networking side to devise a solution. This may be a web based solution or a media server based solution. Analysis and interpretations must be communicated to the user or requestor to devise a good and viable solution.

The incumbent also acts as a Hardware Technician, which may require opening up computers to replace system boards or display module of a printer where very limited information is available. In such cases, the incumbent must consult with manufacture's manual or website, and research online to find the exact information.

For example, when the Xerox printer company sends a printer display module they send a user guide for the hardware technician to install the module; however, it only adds to the confusion because the Xerox printer company uses a standard set of instructions which is entirely different than the model of the printer that is being serviced. In such cases, the incumbent must consult with the manufacturer website or different news groups to try to find a proper solution. These are delicate electronics and one wrong input to an electrical input can damage the entire printer. This may also require contacting the Tech Support of Xerox asking for further clarification. This is also true when system boards or any computer hardware are being changed. An issue may arise where we determine that hardware failure is being caused because of a crashed hard drive, but the vendor wants us to go through an entire range of

testing before they will send us any replacement parts. It can be very time consuming to run a proper diagnostics on those. The certification achieved from DELL will significantly decrease the downtime for any hardware related issue and thus make the end user and the CSSS more productive.

Audio Visual work is also a big part of this position. The time often arises where no other Technicians are available and in that case, the incumbent must step up to act as Audio Visual Technician. One of the most difficult and stressful elements of this role, is ensuring class delivery from and to remote and local sites is done properly. Sometimes the main system, known as Codec, can go down, which is very frustrating just before class. In such cases, the incumbent may be required to reboot the system from the control panel or from the Codec mainframe. When the system gets back up, all systems must be checked before class starts, or even before the flashup. Also, during a class session from UBC, if a call drops then determining the reason and engaging the audio backup can be a stressful situation.

User support tasks, server maintenance, and monitoring, are done on a daily basis. Depending on the project at hand, such as recording and broadcasting videos over the web, or intersite capital replacement, those are time consuming and can range from a couple of months, to a year or longer. Tasks are defined weekly, and in some cases daily, and must be accomplished in order to move to the next phase. For example, for capital replacement, an inventory of existing systems is a must. As a result, this can take up to a week to collect all the necessary information. After that, local requirements can be discussed at the Intersite Team meeting, where further tasks can be assigned to individuals, and must be completed within the given time line. These tasks can be done on an going basis to accommodate the entire capital replacement.

The incumbent also manages all the software aspect of NMP's computer environment. Not managing it properly may result in regulatory agency rule violation. For example, the incumbent must manage and take care of the licensing options of Windows XP, Microsoft Office, and all other software from Microsoft under Microsoft's software campus agreement, Symantec Antivirus Licenses, GraphPad, Acrobat, and End Notes. Not managing these properly will result in lost money and violation of copyright laws.

### 3. Complexity *...continued*

### Manager's Comments

**3.(c) Please describe the kinds of planning and organizing required in this job.**

Planning and organizing is a critical function of this position. Almost all projects locally and inter-site, require long term planning of up to a year; a complete analysis, design, and test phase must be completed to achieve a successful implementation. The implementation of projects requires proper organization as the projects can affect the NMP and UNBC as a whole. In many cases, one project is dependant on another, therefore, deadlines and timely completion is critical. Detailed documentation must be developed to ensure that problems can be effectively tracked and solved. Throughout the planning of a long term projects, the CSSS must also expect to encounter a number of diverse, unanticipated tasks and projects that may develop with higher importance and shorter timelines. As a result, the planning and organizing for this job, while somewhat structured, requires a reasonable amount of flexibility and variation.

**3.(d) Describe creative elements of this job.** (e.g. development of a new work tool, work method and/or plan)

The creative elements of the job consist of the following: vision of future computing direction; creative and effective systems design; development of scripts to automate and expedite complex procedures; and troubleshooting and problem solving in an enterprise environment.

When designing an enterprise environment for NMP, there is a multitude of directions, and therefore the design must be creative in order to guarantee an effective and scalable solution. While designing such systems, the incumbent must take into consideration that it may require compliance with UBC, UVic, and PGRH systems, and at the same time, it must maintain the integrity of UNBC policies. This requires creative ideas. For example, the first phase of online exams was conducted on computer imaging option, then the group policy was implemented to achieve the same purpose. The group policy option requires minimal maintenance, even though goals are the same but methods are different for online exams between UBC hosted server and MCC hosted national server. As a result, what worked to achieve UBC goals will not work with MCC requirements. In such cases, different methodologies must be utilized such as implementing polices on local machines instead of domain based policies.

For a hardware issue, if ram is not working on a user machine, we can take out ram from a different machine that is not active at the moment while waiting for replacement ram to arrive. Instead of 20 guest accounts to be used for a training sessions, the incumbent can use the idea of using one account and restrict the access to those 20 users who use the same account.

This job allows great latitude in choice of technologies and procedures for the implementation of given projects. As such,

there are countless opportunities for creativity in the planning and execution of the various duties.

This position is responsible for the on-going development, implementation and operations of the IT requirements for the delivery of UBC's medical curriculum. Cooperation between universities to deliver a first-of-its kind program is in itself opportunity for creative processes.

## 4. Dexterity

Many jobs require accurate hand/eye or hand/foot coordination. These can be movements such as keyboarding, using a cash register, using long-handled or precision tools, welding, painting, drafting, grafting, sewing or soldering, etc.

Please give specific examples of the duties the employee is required to perform that require accurate hand/eye or hand/foot coordination.

ACTIVITY (Give examples)	How long do you do this before you take a break? (check <u>only one</u> )			How often does this occur? (check <u>only one</u> )		
	Up to one hour	One to Two hours	Over two hours	Once in a while	Several times per day	Most working hours
Keyboarding	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Computer peripheral setup (printers, scanners, label makers, monitors, etc)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working on computers (configuring software, changing settings, etc.)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Server/Computer hardware repair/management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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### Manager's Comments

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## 5. Physical Effort

**What physical effort is required on a regular basis for this position?** Please indicate the activity as well as how long and how often during a normal working day each activity is performed. (e.g. sitting, standing, walking, climbing, crawling, crouching in small places, lifting and/or carrying light, medium or heavy objects or people, pushing, pulling, working in an awkward position or maintaining one position for a long period of time without the ability to change position such as sitting at a switchboard)

ACTIVITY (Give examples)	How long is this done before the employee can take a break? (check <u>only one</u> )			How often does this occur? (check <u>only one</u> )		
	Up to one hour	One to two hours	Over two hours	Once in a while	Several times per day	Most working hours
Lifting & carrying – printers, computers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer Hardware/Electronic setup	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Refilling paper & toner stocks	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sitting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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### Manager's Comments

## 5. Physical Effort (cont...)

If lifting things or people, please indicate the maximum weight and the frequency.

<b>Weights</b>	<b>Occasionally</b> Once in a while (check one)	<b>Frequently</b> Several times daily or almost every day (check one)	<b>Continuously</b> All working hours (except breaks) (check one)
Light weight (1-20 lbs. Or 1-9 kg) Small Computer Peripherals (Speakers, Mice, Keyboards, etc.), Small Proprietary Devices (Serial Hubs, Scanners, desktop printers), Cables and Wiring.	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>
Med. Weight (21-35 lbs. Or 9-16 kg) Small Screen Monitors, Most Computers, Small Rackmount Servers, Proprietary Hardware and Miscellaneous Peripherals (Apple/Mac machines).	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>
Heavy weight (over 35 lbs. or 16 kg) Large Format Printers, Large Screen Monitors, Rackmount Servers, Uninterruptible Power Supplies (UPS), WorkStation computers.	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>

## 6. Mental Effort

**What mental, visual and/or listening attentiveness is required on a regular basis in carrying out these job duties?** (e.g. demand for close attention to detail, reading fine print, editing, fine electrical or mechanical work, monitoring dials, using a microscope, using a word processor or computer, driving vehicles, transcribing from tape, interviewing, unpredictable/constantly changing deadlines, multiple deadlines, etc.) **In a normal working day, how long and how often do you do this?**

<b>ACTIVITY</b> (Give examples)	<b>How long is the employee expected to do this before taking a break?</b> (check one)			<b>How often does this occur?</b> (check one)		
	Up to one hour	One to Two hours	Over two hours	Once in a while	Several times per day	Most working hours
Troubleshooting problems on both desktop and server environment	<input type="checkbox"/>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>
System Monitoring	<input type="checkbox"/>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>
Network Monitoring	<input type="checkbox"/>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>
Troubleshooting computer problems – remotely and locally	<input type="checkbox"/>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>
Project management	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>
System Design and Analysis	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>
Audio Conference Meeting	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>
Video Conference meeting	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>

Must attention be shifted frequently from one job detail to another?  No  Yes (please give examples)

CSSS` s system administration or user support is done on a priority schedule basis. Often competing tasks will have different timelines and priorities. This makes it necessary for the CSSS to be able to change from one task to the other and back again without losing any consistency in the thought process. This usually happens several times per day. Mental effort can also involve multitasking. While on the audio conference, terminal server may go down where PGRH employees can no longer access UNBC/NMP resources. In such situations, the incumbent must work simultaneously to resolve the issue while still on the conference.

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### **Manager's Comments**

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## 7. Decision Making/Judgement

### 7.(a) How often is direction received from the immediate supervisor?

- Several times a day
- Once a day
- Several times a week
- Several times a month
- Less frequently than above

7.(b) How frequently is your work reviewed?	Rarely or never	Less than once a month	1 to 4 times a month	More than once a week	Daily	Manager's Comments
a. Most work is reviewed.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
b. Only final version/outputs are reviewed	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
c. Oral progress reports are requested of you.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
d. Written progress reports are requested of you.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
e. Discussion with supervisor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
f. Statistical report.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
g. Other -	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

There is no structured work review process in place. Work or projects are discussed when a project is assigned with the immediate supervisor or with inter-site partners.

While the incumbent may work as part of a team he or she is responsible for their own work, and are responsible for their own schedule, but may consult the supervisor on scheduling issues. This may include directions while dealing with partner sites working on an intersite project.

For day to day IT related tasks, the incumbent works independently; however, when technical advice is required, they may contact external entities such as UNBC IT department or UBC and UVic IT groups.

### 7.(c) Please describe the types of directions received.

Directions from the supervisor may involve a description of a problem, or project locally and inter-site. Timelines for completion may be defined by supervisor or project definition, but often are the responsibility of the Systems Administrator. Often guidance from the supervisor is informal and in the form of advice given during casual conversations.

### Please describe the types of decisions you make or the duties you perform for which you seek consultation or authorization from your supervisor or a policy and procedures manual.

The supervisor is consulted when design decisions will impact or modify existing infrastructure design or policy. The supervisor may also be consulted when the work being done will need to be integrated into a larger scale project involving others. This also usually takes the form of tasks outside day to day operations such as software purchasing, adding laptops/Macs to the network, licensing, dealing with offsite locations, etc.

### Please describe the decisions you make or the duties you perform without reference to supervisors or subsequent checks.

All low and most mid-level system design decisions are made by this position (GPO, local policy). Problem definition and solution selection is often done without supervision. Performing general maintenance, such as repairing and replacing broken equipment. Performance of data backups and recoveries, and after hours emergency response to problems. All user account and data maintenance is performed without consultation.

### Manager's Comments

**7.(d) Which of the following most often applies to what is required for this job?** (Please check only one box)

<input type="checkbox"/>	Follow specific instructions/procedures exactly.	<b>Manager's Comments</b>
<input type="checkbox"/>	Use well-defined methods and procedures as guidelines for assignments.	
<input type="checkbox"/>	Select from established guidelines to achieve desired end results.	
<input checked="" type="checkbox"/>	Modify or change established methods and procedures, but stay within program or legislative boundaries.	
<input type="checkbox"/>	Develop new solutions to diverse and complex problems with conflicting requirements because there are no guidelines.	
<p>Provide a specific example of the above in the space provided.</p> <p>Many inter-site projects such as capital replacement of lab computers is a complex and conflicting requirement. During the discussion to determine which solution will work the best for all partner sites, it is obvious that this is conflicting with UNBC policies. To support employees at PGRH this position must always utilize trouble shooting methods that do not violate PGRH computer environment integrity. This may require logging on to a machine that has no password given to us by PGRH, or trying to determine a hardware issue that was related by PGRH's IT department and then finding out it's just software a issue. To maintain a good working relationship, the incumbent must diplomatically handle this kind of situations and drive solutions that work for both sites and all partner sites.</p>		
<p>If there are others, please give specific examples.</p> <p>Casual employees moving from one job to another require very complex solutions that can cause a great deal of stress for everyone involved. Currently there is no method to make this task less complex. Complexity increases when casual employees are hired by NMP to work at PGRH. This requires multi level email forwarding, setting up different policies, and allowing different user groups access to the Active Directory structured only for NMP users</p>		

**7.(e) With whom should the employee consult before making a major decision?** Please check all the boxes that apply and provide specific examples of the decisions in the space provided.

<input checked="" type="checkbox"/>	The immediate supervisor	<b>Manager's Comments</b>
Strategic planning, major purchasing decisions and changes to procedures require consultation with the immediate supervisor.		
<input checked="" type="checkbox"/>	Peers in own department/division	
Creating e-mail accounts on the Exchange server, web space allocation, and user quota increase		
<input checked="" type="checkbox"/>	Co-workers in own department/division	
Audio Visual issues		
<input type="checkbox"/>	Peers in other departments/divisions	
<p>Coordinating tasks/contacting other IT support personnel on behalf of end users outside of the Computer System Support Specialist's realm. This may also include contacting UBC's IT team to assist in determining some issues with File System called Share Point or the Chat program for Jabber, both of which are very essential parts before and during an exam for the Assessment team.</p>		

<input type="checkbox"/>	Workers in other departments/divisions	
<p>Contacting Human Resources to ensure accounts have been set up for new users prior to setting up end users on computers.</p> <p>For any decisions such as whether to reboot a Codec on the AV system to deliver a class successfully, the incumbent can consult with counterparts at UBC or UVic.</p>		
<input type="checkbox"/>	Sources above the immediate supervisor	
N/A		
<input type="checkbox"/>	Others	
<p><b><u>Partner sites:</u></b></p> <p>Decisions that may affect the delivery of the medical expansion program must be vetted through the partner sites which would include other Universities and Health Authorities.</p>		

## 8. Supervision

8.(a) If providing direction/guidance, and/or training for others, please complete this section by checking the functions (if any) which are part of this job.

- Does not apply
- Recruiting and hiring
- Providing orientation to new employees
- Providing training to other employees
- Providing on-the-job guidance, direction and assistance
- Providing feedback
- Checking or reviewing work
- Scheduling, organizing and coordinating work
- Assessing performance
- Handling discipline problems
- Determining compensation and rewards
- Planning career promotions and longer-term employee development
- Building morale and employee relations
- Counseling employees on work related or personal matters
- Acting as a role model or mentor and,
- Terminating

**Manager's Comments**

8.(b) If the supervision of others is required on an on-going basis, please list the number of people that this employee will supervise. Include full-time and part-time employees, students and volunteers. For part-time employees, students and volunteers, please state the number of hours.

Title of position supervised	Number of full-time people supervised	Part-time (Hours)	Students (Hours)	<b>Manager's Comments</b>
AV Technician	3			This is functional supervision at approximately 20% a week.

## 9. Impact

### 9.(a) Which statement(s) best describe(s) the likely consequences of an error in doing this job?

- X Primarily affects this department
- X Impacts on operation of UNBC activities
- X UNBC and general public's perception of UNBC
- X Safety of self and others
- X Employee morale
- X Loss of own time to correct error
- X Loss of other's time to correct error
- X Waste or financial loss
- X Impact on meeting regulatory requirements and reporting

#### Please explain your answers to each of the boxes you selected.

Primarily Affects this department – If an error occurs and domain controller or Terminal server goes down, no one will be able to access their computer resources in this department, and all other departments within NMP or users from PGRH. For not being able to perform tasks while acting as AV Technician will severely impact a class delivery for all the students locally and in remote sites such as at UVic and UBC.

Impacts on operation of UNBC activities – While the domain controller is down, no one will be able to access any resources including UNBC resources. This includes Banner, Fastportal, online forms, or any other network resources. If the domain controller is down, no one at NMP can log on to any of the resources. Due to the fact that the Distributed Medical Program relies heavily on technology, not being able to access network resources can be very inconvenient and impacts end users directly. Not only that, if the Terminal server is not working, then no one from PGRH can access UNBC resources, and as a result employees or faculty members will not have any scheduling, room booking or curriculum management or assessment of grades work done.

UNBC and general public's perception of UNBC – The incumbent maintains some of the most visible servers on campus. Failure of any of these systems or services can result in very unfavorable public perception. For example, failure of the Terminal server is noticed within minutes by faculty, staff or students, while at the same time the same failure can be noticed by employees who are travelling to UBC or UVic. Since the NMP is part of the Distributed Medical Program, and considered to be a cutting edge program, if its computer environment is down due to minor errors, a negative image or public perception of NMP and UNBC will result. If a user complains to PGRH IT, indicating they can't connect to the Terminal server at UNBC, PGRH IT may consider it as waste of their time to investigate a system failure at UNBC.

Safety to Self and Others – The AFX security software regulates access to many of the secure areas of the University including the gross anatomy labs, as well as secure areas of the Northern Medical Program such as MPL (Multi Purpose Lab).

Waste or financial loss – Loss or corruption of any of the administrative data stored on administrative servers could result in extensive financial loss to the University and NMP. This could include data such as student information, payroll or financial data. This also includes the folders NMP maintains for their internal data storage such as student data, their grades, addresses, and budget information. The incumbent must control access to all this secured information, otherwise confidential information such as budgeting, student grades may be breached. Any unauthorized access to these information may cause financial loss.

Loss of own time to correct error – During routine maintenance, errors can be introduced in production systems such as domain controller, exchange server, or Terminal servers, which must be corrected immediately.

Loss of other's time to correct error – Colleagues from the ITS Department may lose time to troubleshoot problems and determine their cause. The systems that are administered by the CSSS are used extensively by all of the faculty, staff and students at the Northern Medical Program. Loss of any of these systems could result in significant loss of productivity for all these users; for example, with Banner being down or email being lost. Trying to recover data can be time consuming which means lost time for everyone involved.

Employee morale – Major downtime for the core systems certainly has an impact on morale, but degradation of daily services over a long period can have an even greater impact. Frustration with slow systems, data corruption or loss, email difficulties and more, that last for an extended period of time can cause morale to degrade over time. Not being able to access UNBC resources from remote sites can also be frustrating for the employees who uses NMP network resources remotely.

Impact on meeting regulatory requirements and reporting: If software licensing is not managed properly or discarded batteries from laptops are not being disposed properly that will cause regulatory violations which may cause financial loss for the NMP.

**How would such errors be discovered?**

- X By the supervisor/co-worker
- X By other department
- X By the public
- X By students
- By regulatory agencies
- X Other (Please Specify)
- X Faculty members, staff, students, PGRH IT, UVic, UBC team members who are involved with IT.

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**Manager's Comments**

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**9. (b) In the event that an error made as part of NORMAL work, but undetected, what is the probable effect of such an error in any one occurrence.** Give precise examples of errors and explain their impact.

	Not Applicable	LOW Not likely to happen	MEDIUM Happens not very often	HIGH Often a possibility
<b>(a) Delay, confusion, inconvenience or misunderstandings.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>X</b>

If errors occur while completing a service request, the computer user and co-workers who depend on that person are rendered unproductive until the error is rectified. An example of this would be if an end user required access to a network workstation but in order to do this their account must be physically added to the local computer first. There are certain steps to follow to make this happen, but if one step is missed then the user would receive an error when they attempt to login to the machine. This would be an inconvenience to the user who would still be unable to do any work that requires access to the computer and to the CSSS who would then have to drop other issues in order to return to correct the error.

On the server administration side, in normal work, an undetected error in the configuration of a server could cause a system to stop responding for a couple of minutes to several days, or during an update of terminal server firewall may get turned on, which then prevents any users from logging on to the system. These types of errors would cause confusion and misunderstandings as people may not understand what is happening, may have been misinformed about the situation, or may be under pressure to complete a task.

Due to the diverse language and ethnic setting of UNBC, miscommunication and confusion when dealing with end users can be a frequent occurrence which requires tact, diplomacy and often times, patience from the CSSS.

<b>(b) Damage to equipment.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>
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Care must be taken when working with or handling computers around the NMP campus. There is a possibility damage to equipment during relocation because of the constant shuffle and restructuring that happens within NMP or PGRH. There is also the potential for damage that can occur when working with computers due to the fact that they are electronic devices (i.e.: power spikes, improper monitor settings, etc.) and any damage that occurs may not be evident for some time.

For example, if the incumbent is not able to identify different electronic components and what makes it unique then it will cause damage to equipment, such as, when a user orders RAM for a Apple/Mac and forgets to indicate the proper model of the computer, then when the RAM arrives, the incumbent finds out that it does not fit because of the pin variations with RAM. If it was not identified, a short circuit to the Apple/Mac computer is a possibility; however, this may or may not happen on a Windows based machine, because of international standards. The incumbent must identify all these details to properly support any equipment and avoid damage.

<b>(c) Injury to another employee or to non-employees while on the job.</b>	<input type="checkbox"/>	<b>X</b>	<input type="checkbox"/>	<input type="checkbox"/>
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Improper computer monitor settings on rare occasions may cause the monitor to explode.

It is possible to drop computer equipment on someone's foot or other appendage during set ups or relocations. Special care must be taken while moving computers from PGRH to NMP. This may require computer equipment moving from the 5<sup>th</sup> floor of PGRH to the IT Department of PGRH on the basement level, and from there, to NMP. Special care must be taken while moving equipment on a cart.

<b>(d) Loss of money resources.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>X</b>
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Due to the high cost of software and equipment, any mistakes made by this position will incur a loss of financial resources for NMP/UNBC for example: purchasing the wrong software or software licensing amounting to thousands of dollars, accidental damage to equipment, loss of data, and the time and expense to try and recover data.

9.(b) continued...

	Not Applicable	LOW Not likely to happen	MEDIUM Happens not very often	HIGH Often a possibility
<b>(e) Embarrassment to an employee or to the corporation.</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>If a deadlines and project timelines are not met for inter-site projects, NMP may be perceived as incapable of program delivery or technology delivery. This is also true when incorrect information is given to any parties involved. Information flow must be consistent and given with care. If incorrect information is given to end users while supporting local issues, it may be perceived as incompetence of the CSSS. This includes ensuring that a document created in Office 2007 can be opened in Office 2003, or even how to archive emails properly. If wrong information is given regarding email archiving, and emails go missing for this reason, it will have a great impact on this position or the Department as a whole.</p>				
<b>(f) Operational deficiencies, such as overtime, turnover, equipment downtime.</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>If the server systems are not managed properly and not monitored daily this may cause system failure and in turn operation of NMP will be disrupted, over time will be accrued by employees. Time is lost if hardware issues are not resolved immediately, such as not having the proper DELL certification required to order parts directly. If certification is not up to date, the incumbent will not have access to those specific sites and downtime for hardware related issues will be greater.</p>				
<b>(g) Poor management decisions affecting revenues/expenditures.</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>If a user requirement for a computer system or for any project related information is interpreted incorrectly, then it may affect revenues and expenditures. If a computer is configured poorly that can not handle Vista operating system, but was purchased this year, then next year that user may require a new machine or new peripherals. This is an expenditure which affects revenues to the employee's department that she or he works in.</p>				
<b>(h) Litigation against the institution.</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Most faculty members, staff members and students are very concerned about maintaining the integrity of their course material and any information being saved on UNBC's network. Lack of discretion on the part of the incumbent could leave NMP very vulnerable within the information technology sector.</p>				
<b>(i) Other: (Please explain below)</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Explanation</p>				
<p><b>Manager's Comments</b></p>				

## 10. Contacts

## Manager's Comments

**10.(a) What is the nature of your usual contacts with others in this job? For each contact listed below, check the appropriate code.** You may choose more than one code for each contact.

### CODES

- A No exchange of information
- B Exchange of factual or everyday information
- C Explanation and interpretation of ideas and information
- D Discussion of problems with a view to obtaining consent or cooperation
- E Contacts require discussion of confidential data and/or sensitive issues

CONTACTS	A	B	C	D	E
1. Employees in the same department	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2. Employees in another department	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3. Heads of departments or services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
4. Students	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
5. Suppliers/distributors/contractors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Regulatory agencies/other institutions/ government	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. General Public	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Volunteers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Trainees	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Other (UVic, UBC, PGRH, Northern Health)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Please provide examples for each of your selections.**

Due to the fact that the incumbent works with different universities and different health authorities, the incumbent must be very tactful and diplomatic while working on certain projects. Information is being continuously exchanged between members of this position's department in order to keep everyone informed on technology aspects. Information such as computer security vulnerabilities are being continuously exchanged or broadcast among the faculty and staff members. Any services interruptions affecting students or staff or faculty are always broadcasted among all the users of NMP.

Supplier and distributors are continuously calling the incumbent to in sales capacities, and the incumbent must be able to say "no" when required to, or keep their contact information for any future requirements. The incumbent must give only required information without disclosing any confidential information to external entities.

The incumbent must be able to foster cooperation and collaboration between NMP and several departments including UNBC ITS, PGRH IT Department, UVic and UBC IT units. Getting the job done depends on how well the collaboration work is being done. A particular goal can be achieved, but how long it took or how it's being done can entirely depend on the technology collaboration of this position. Information is sent out regularly to all coordinators to keep them informed.

Trainees are always being informed about service interruptions or computer related aspects that they need to know about in order to act as backup for this position. This may include hands on training for installing different computer equipments, installing different software and explaining the technicalities behind it.

Diplomacy comes to the forefront when this position requires something done from other sites. Implementation of online exams is a big issue which involves working closely with UVic, UBC and MCC exam teams. As a result, internal infrastructure regarding the network or server setup is discussed continuously. This is confidential enterprise information which must be shared among the participants to achieve common goals. The incumbent is continuously in communication with remote site representatives. For example, while collecting inventory information for capital replacement, it was not clear what information was needed. When information was sent out to UBC, they requested more information. This caused frustration which had to be restrained while communicating with UBC to clarify what they really required. This included speaking with the Configuration Coordinator via the chat program, or sending emails requesting more information, or just accepting responsibility for a mistake even when the mistake was not the fault of the CSS, but because there wasn't proper guidelines provided.

Setting up a VPN box as per MCC exam group's request, requires very diplomatic processes. It involves requesting information from local IT Services, while at the same time satisfying them that we don't want them to take on the project, we just want to inform them of what it is that we are doing. This also includes speaking with the MCC team and trying to come up with a solution where no VPN device is required. These require tactful processes such as asking why we can not achieve the same goal with what we already have by implementing a more strict group policy.

10.(b) Indicate how often any of the following communication situations are required in this job.

Select only one box per item.

	Not Applicable	More than once per month	1-4 times per month	More than once per week	Daily
(a) Exchanging information including relaying messages answering telephones, explaining procedures or explaining how to fill out forms.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
(b) Answering questions from students, employees, contractors, and members of the public, on the telephone or in person.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
(c) Informing individuals about such things as services, programs, policies, procedures, etc., or reporting/presenting information on seminars/workshops attended.	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(d) Chairing meetings or leading work group/committee decisions.	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(e) Conducting interviews (assessment or evaluations).	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(f) Making formal presentations of complex information presenting in-house courses or seminars, leading a work group, etc.	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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**Manager's Comments**

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10.(c) How often does this job require the following qualities:

Select only one box per item.	Rarely or never	Some-times	Fairly Often	Very Often
(a) Ordinary courtesy to maintain working relationships.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
(b) Courtesy and tact to explain/exchange data or information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
(c) Tact and discretion to deal with or settle requests complaints or clarification of information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
(d) Tact and diplomacy to handle contacts that are difficult or specialized, and for the discussion and resolution of problems by presenting or obtaining detailed information.	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>
(e) Tact, diplomacy and human relations skills required for frequent contacts that are difficult, specialized or of a sensitive nature for the purposes of influencing, persuading, or securing the co-operation of others.	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>
(f) Contacts are a major element of the job requiring considerable communication and human relations.	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>

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**Manager's Comments**

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## 11. Working Conditions

11.(a) Is there some degree of unpleasantness in the day-to-day activities of your job that cannot be changed? Disregard elements that do not apply to you. (Check only one of "Infrequently", "Occasionally", "Frequently" and "Continuously")

	Infrequently	Occasionally	Frequently	Continuously
Boilers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dust/grime	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moisture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical substance/acid	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Grease/oil	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inadequate lighting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme temperature	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Odour	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise (including constant background noise)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Vibration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Infectious disease	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Inadequate ventilation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Isolation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lack of work space	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Outdoor work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Video display terminal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Physical danger /threats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Verbal abuse from the public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rudeness or profanity from the public	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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### Manager's Comments

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**11.(b) What precautions do you need to take to avoid work injury?** (Select only one box per item)

	Infrequently	Occasionally	Frequently	Continuously
Uniforms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lab coats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Eye protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety shoes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ear protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gowns and masks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gloves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respiratory mask	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gas protector/chemical clothing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parkas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hard Hats	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**How much overnight travel is required by your position on a monthly basis? Explain.**

Overnight travel is related to training and inter-site face to face meetings. This ranges from 2 to 3 times per year.

**Does this position require the employee to be on call 24 hours or require callback? Explain.**

On call procedure is not formally in place yet however, the incumbent must monitor server systems at least once every weekend and frequently after hours.

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**Manager's Comments**

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## 12. Work pressure and stress

Is there some degree of pressure and stress in the day-to-day activities of this job? Disregard conditions that do not apply. (Check only one of "Infrequently", "Occasionally", "Frequently" and "Continuously")

Please provide examples for each of your selections.	Infrequently	Occasionally	Frequently	Continuously
Interruptions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>Phone calls from within UNBC, from PGRH users, inter-site team members, faculty, staff, and students dropping by with problems, receiving emails with problems. The incumbent also carries a cell phone which is accessible by anyone, even after hours, such as when the power goes down, Security at UNBC has been advised to contact the incumbent to take care of computer server/networking components in the server room. There are instances where the incumbent may plan to perform 15 minutes of maintenance work on the server, but because of disruptions, it may take over a day to complete during regular work hours. If a vendor sends a Technician with hardware replacement parts, then interruptions occur when the Technician arrives.</p>				
Deadlines	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<p>The primary objective of this position is to provide NMP's technology needs in a timely fashion, which means constant deadlines and prioritizing tasks/schedules. These deadlines are not only the mandates from local users but also from all the participants of the Distributed Medical Program. For example, for online assessments, the incumbent must follow the local assessment team's schedule but at the same time must follow and meet the deadlines of team members of other participating sites such as UBC or UVic. Deadlines must be met to accommodate a successful exam that may be occurring tomorrow. In such cases, the incumbent must test and ensure the lab preparation for the exam. The policy around it is that all the exams must be tested prior to 24 hours from the actual exam date. When on a project such as capital replacement of computers, tasks assigned must be completed within the given time line, such as collecting computer inventory information within a week. If tasks are not completed according to plan, the way the NMP is valued in the Distributed Medical Program may be in jeopardy because everyone may think the NMP is not meeting the deadlines.</p>				
Shortage of staff/heavy workload	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Interpersonal conflict	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Interpersonal conflict occurs in different ways. For example, an Audio Visual Technician complains that he is not getting enough IT experience, but at the same time, the incumbent is not getting enough response from the AV Technicians. Also, interpersonal conflict may occur when working with student laptops. A student may indicate a problem happened because of what he or she did with UNBC VPN software while the incumbent may be certain that the problem has nothing to do with UNBC, but rather the student's personal computer instead. Staff members may also indicate some requests were not processed and that causes interpersonal conflict because the incumbent may be waiting for UNBC ITS to finish their portion of the work. Inter-site team's mandate for capital replacement may be 2 Gigabytes of RAM, but the incumbent may have a conflict with this because the entire UNBC ITS has decided that the minimum requirement is 4 Gigabytes of RAM. Also, because UNBC receives free software through campus agreements, this may not be good enough for inter-site when UNBC decides to go with purchasing software for all 3 sites. In such cases, even though it is a conflict, the incumbent must comply with the intersite mandate to maintain a good image for the NMP.</p>				

Frustrating working conditions (where achievement of job objectives are not met)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Due to the fact that the incumbent is a system administrator, desktop support specialist, network analyzer, inter-site technology advisor, and audio visual technician, the frustration level of a job not getting done can be high. For example, the incumbent may be required to go to PGRH to collect user computer information which is due tomorrow even though the CSSS may not have the time to go there to take care of some hardware issues, or set up end user computers. Continuous interruptions and requirements to act in different roles in this position adds to the frustration. Also, inter departmental liaising can be frustrating. To install VPN hardware it may take more than 4 months because UNBC ITS staff have different priorities. At the same time, because of high volume of requests, the incumbent may not be able to collect all the required information for server inventory on time because the server hardware resides in the University server room where the incumbent has no access. In such cases, the incumbent may have to wait weeks before getting a response back from ITS.</p>				
Other (Specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<p>The complexity of the job and the number of people that rely on systems to be running 24 hours a day, 7 days a week creates a certain degree of pressure and stress. Technology can be taken for granted when it is working properly, and it can be disastrous and no person in this position wants to go through the stress and frustration that is involved with any system not running properly</p>				

**Manager's Comments**

**13. Your comments** (If completed by employee, please make any additional comments about your job that are not covered by this questionnaire. Attach additional pages if necessary)

The Computer Systems Support Specialist - NMP position is a great position with a wide variety of responsibilities and challenges which makes every day a different experience. As such, it is very hard, if not impossible, to cover the range of tasks encountered and dealt with on a daily basis. The initial PDQ written when this position was created does not cover the full range of duties contained in this PDQ. The job requirements evolve constantly with advances in technology, such as wireless networking and terminal services, virtualization, and inter-site technology change. This makes constant self-training, re-training, researching, etc., mandatory for any person working in this position to stay current and be able to provide to the end user results which meet their expectations and to be able to do so in a timely manner.