DESCRIPTION OF SERVICES

Job Identification:

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>User Support - Temp</th>
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<tbody>
<tr>
<td>Work Unit:</td>
<td>Corporate Services Division</td>
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<tr>
<td>Responsible To:</td>
<td>User Support Coordinator</td>
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<td>Job Purpose:</td>
<td>This position assists the Information Services Team</td>
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<tr>
<td>Date:</td>
<td>June – Dec 2022</td>
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The Temporary staff is to aid the ICT Team in the following tasks:

1. **Assisting User Support Coordinator in:**
   a. Providing first contact support of incoming requests to the service desk via telephone, web portal, email, and chat to ensure courteous, timely, and effective resolution of end-user issues.
   b. Build rapport and elicit problem details from service desk customers.
   c. Prioritize incidents and service requests according to defined processes to meet defined SLAs.
   d. Escalate incidents with accurate documentation to suitable technician, when required.
   e. Familiar with Office 365 suite and apps.
   f. Record, track, and document the service desk incident-solving process, including all successful and unsuccessful decisions made and actions taken, through to final resolution.
   g. Use remote tools and diagnostic utilities to aid in troubleshooting.
   h. Research solutions through internal and external knowledgebase as needed.
   i. Identify and learn appropriate software and hardware used and supported by the organization.
   j. Perform hands-on fixes at the desktop level when remote tools are not appropriate, including hardware repairs, delivery of peripherals, or other fixes as determined.
   k. Install antivirus software and ensure virus definitions are up to date.
   l. Perform preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
   m. Test fixes to ensure an incident has been adequately resolved.
   n. Develop help sheets and FAQ lists for end users.
   o. Contribute to technician knowledgebase as needed.
   p. Reinforce SLAs to manage end-user expectations.
   q. Provide suggestions for continual improvement.
   r. Assist with Asset Inventory and documentation

2. **Meeting Support**
   a. When meeting support resources are maxed out, provide assistance to the team.

3. **Working with ICT Support and Documentation:**
   a. Proper documentation
   b. Updates to the team via research and development activities
   c. User and acceptance testing

4. **Assisting IT Team where and as required.**

**Personal Attributes**
   a. Ability to conduct research into a wide range of computing issues as required.
   b. Ability to absorb and retain information quickly.
c. Ability to present ideas in user-friendly language.
d. Highly self-motivated and directed.
e. Keen attention to detail.
f. Proven analytical and problem-solving abilities.
g. Ability to effectively prioritize and execute tasks in a high-pressure environment.
h. Exceptional customer service orientation.
i. Experience working in a team-oriented, collaborative environment