DESCRIPTION OF SERVICES

Job Identification:

<table>
<thead>
<tr>
<th>Job Title</th>
<th>User Support - Intern</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 – December 2022</td>
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The intern staff is to assist the user support coordinator through the provision of Level I Service Desk Technician’s role to ensure proper computer operation so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting, and actively resolving end-user help requests and escalating incidents when considered appropriate and necessary to maintain SLA expectations. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as requiring that the individual give in-person, hands-on help at the desktop level.

Tasks include:

1. **Strategy & Planning**
   a. Evaluate documented resolutions and analyze trends for ways to prevent recurring issues.
   b. Alert management to emerging trends in incidents.

2. **Acquisition & Deployment**
   a. Deploy pre-packaged software as needed using automated deployment tools.
   b. Assist in software releases and rollouts according to change management best practices.

3. **Operational Management**
   a. Assisting in providing Level I support when request volumes are high.
   b. Act as an escalation point for advanced or difficult help requests.
   c. Build rapport with service desk customers.
   d. Escalate incidents with accurate documentation to suitable technician or vendor, when required.
   e. Record, track, and document the service desk incident-solving process, including all successful and unsuccessful decisions made and actions taken, through to final resolution.
   f. Use remote tools and diagnostic utilities to aid in troubleshooting.
   g. Research solutions through internal and external knowledgebase as needed.
   h. 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.
   i. Install antivirus software and ensure virus definitions are up to date.
   j. Perform preventative maintenance, including checking and cleaning of laptops and other user equipment.
   k. Perform Asset management of all user equipment.
   l. Test fixes to ensure problem has been adequately resolved.
   m. Perform post-resolution follow-ups with the team as required.
   n. Develop help sheets and FAQ lists for end users.
   o. Contribute to technician knowledgebase and training as needed.
   p. Reinforce SLAs to manage end-user expectations.
   q. Provide suggestions for continual improvement.
4. **Working with ICT Support and Documentation**
   a. Documentation
   b. Procurement activities
   c. Continuous improvements in skills and service areas
   d. Active team participation in all PIFS activities

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Employee

Date