



## **JOB DESCRIPTION**

Salary Grade: 6 CUPE 1328
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**Job Title:**  
**Client Support Specialist**

### **PRIMARY FUNCTION**

The purpose of the of position is to provide Tier 1 and 2 remote technical support to all TCDSB academic and administrative computer end-users via telephone and electronic communication systems (e.g. e-mail, Heat Web link and SMS).

### **MAIN RESPONSIBILITIES**

1. Provides “Hot Line” telephone support to end-users experiencing hardware and software problems/difficulties by:
  - answering incoming calls and walking them through the procedures of operating the hardware and/or software
  - answering questions on the capabilities and limitations of the hardware and software
  - identifying, diagnosing, troubleshooting and resolving their problems through a process of elimination
  - investigating the identified problems and issuing heat tickets to the area of responsibility in the next tier in line for unresolved problems
  - following up on Heat assignments
2. Resolves technical problems via remote control communications (e.g. SMS, e-mail etc.) by performing duties such as:
  - resetting passwords and unlocking accounts
  - starting and stopping server services to restart the unresponding system
  - setting up and configuring computers and printers on the network
  - installing/reinstalling and configuring software on servers workstations and standalone computers

3. Performs preventative maintenance and upgrades processes such as:
  - modifying NTFS file/folder permissions to correct application errors
  - monitoring the server resource levels
  - maintaining/editing and managing the HD knowledge database
  - creating user profiles and accounts
  - granting access to end-users by setting up and configuring applicable software (e.g. MS-Outlook)
  - installing software upgrades (e.g. virus protectors, security programs ) when required
4. Provides training electronically and/or over the phone to end-users on administrative and academic software when required.
5. Assists with the evaluation, testing, duplication, documentation, and distribution of software and OESS when required.
6. Performs administrative support duties such as:
  - managing and tracking Help Desk voice mail and e-mail during band hours
  - rewriting data storage devices (e..g. floppy discs, dvds, cds etc.)
  - preparing support documentation, quick tips, guidelines and workshop materials as required
7. Performs other related duties as assigned or required.

### **SKILL**

- 3-year College Diploma in Computer Science
- 1 – 2 year experience

### **EFFORT**

- Complexity in identifying and solving hardware, software and network problems using remote control utilities. Consulting user guides, technical manuals and other documents to implement solutions. Complexity in finding solutions to end-users, outlining other options or customizing the applications for the users.
- Visual concentration (90%). Manual dexterity (35%-65%)

### **RESPONSIBILITY**

- Independence of action in diagnosing, troubleshooting and resolving software/hardware and network problems – redirect to appropriate area of

responsibility for unresolved/escalated problems after the elimination process. Independence of action in performing preventative maintenance on school/department computer systems. Offer recommendation in purchasing hardware/software for end-users work locations.

- Errors in diagnosing and analysing the end user problems could cause unnecessary delays in resolving computer, peripheral and communications failures thereby result in loss of time/data.
- Contact with end-users within the Board. Contact with vendors in coordinating repairs of items/systems with or without warranty.

### **WORKING CONDITIONS**

Open office concept. Confined work space.

Stress from dealing with irate end-users. Stress from prioritizing incoming calls and importance of Heat tickets. Stress from time constraints in responding to calls.