Job Description

UNIVERSITY OF WATERLOO

Job Title:	Technical Support Specialist
Department:	Print + Retail Solutions
Reports To:	Associate Director, Operations & Strategic Initiatives
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	August 1, 2017

Primary Purpose

The Technical Support Specialist is accountable for the timely maintenance and support of e-technologies, e-services, digital marketing technologies, and other operational support in P+RS. The incumbent is also responsible for providing technical support, consultation, and training to the staff using IT applications and technology resources.

Key Accountabilities

Collaboration
- Interacts regularly with all P+RS staff and supports cross-promotion of products and services wherever possible
- Establishes and maintains strong partnerships and relationships with units throughout the university and the affiliated colleges that help P+RS achieve its goals, while ensuring that P+RS is represented professionally

Customer Service
- Commits to positive interactions with all customers and provides appropriate level of assistance regardless of situation or location
- Ensures that all customer inquiries are handled in a professional, timely manner; and in cases when customers should be redirected to other staff, the incumbent will ensure that the redirection is complete and that the customer is not left without service

Team Support
- Primary support and troubleshooting contact for all P+RS technology users
- Provides complete support for desktop and application issues
- Provides complete support for business-critical POS stations including third-party payment mechanisms
- Responds to direct support inquiries in a timely manner to diagnose, clarify, and resolve issues
- Works in collaboration with P+RS Marketing Coordinator to implement and leverage promotional and marketing initiatives using web and social media platforms

Technical Support
- The incumbent develops, maintains, and troubleshoots the P+RS web space including e-commerce sites, and ensures functionality for all common browser/platform combinations and compliance with the university's computing standards and current content management system(s)
- Ensures the P+RS web space conform to accessibility standards as mandated by the university and applicable legislation
- Ensures that the digital signage network is functional, patched, and secure at all times
- Composes and updates technical documentation and operational manuals for P+RS staff for web and digital content applications
- Performs full life-cycle maintenance (from deployment to support to decommissioning) for workstations, point of sale terminals and other key computing equipment

- Maintains security groups' memberships and policies for P+RS staff to ensure they have appropriate access to system resources

Effective Retail Performance
- Lead position for setup of POS stations including installation, testing, and maintenance of POS stations and payment terminals, as well as logistical considerations
- Provides backup operational support for the Espresso Book Machine
- Provides technical and operational backup for P+RS shipping and receiving processes

Special Projects
- Provides technical and logistical support for a variety of special projects including testing, evaluation, and implementation tasks

Required Qualifications

Education
- University degree or college diploma, or equivalent experience relevant to a technical position in a business/retail environment
- Training and certification (or equivalent work experience) in HTML, CSS, PHP and Flash

Experience
- Extensive technical support experience in a business / retail environment

Knowledge/Skills/Abilities
- Familiarity with multi-relational database structures adequate to perform and develop web queries and interactions
- Strong understanding of end user requirements for web and enterprise solutions across different platforms and browsers
- Excellent written and verbal communication skills
- Excellent interpersonal skills with an emphasis on the ability to provide training and "workarounds" to common technical problems in a way that end users can understand and embrace (i.e., communicate technical solutions using non-technical, easy-to-understand language)
- Intermediate knowledge and experience with Microsoft Windows administration

Nature and Scope
- **Contacts:** Internally, the incumbent communicates with P+RS staff, IST contacts, and others in technical support roles in order to provide support and troubleshooting of P+RS systems. This position has contact externally with system vendors, members of the campus community and the public.
- **Level of Responsibility:** The incumbent will use best judgment and skill to ensure the smooth operation of the P+RS business systems. While the ultimate responsibility for the operation of the department rests with the incumbent's superiors, the Technical Support Specialist plays a key role in the day-to-day operation of the department and its staff.
- **Decision-Making Authority:** This position has decision-making authority for the items outlined above. The Technical Support Specialist is expected to be self-directed in executing his/her responsibilities. The incumbent will make recommendations to the Associate Director, Operations regarding changes to operational procedures, equipment purchases, and other related decisions.
- **Physical and Sensory Demands**: This position requires exertion of physical sensory effort resulting in slight fatigue, strain or risk of injury. Some lifting, bending and stretching is required from time to time, in order to move equipment and display products for sale.
- **Working Environment:** This position works in a typical retail store and office environment. There may be unusual hours or schedules, extended weekend hours, or weekday extended hours with varying volumes of work at different times of the year.