

Position Description

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| Position Title: | End User Support |
| Service Unit: | Corporate Services |
| Team: | Systems |
| Reports To: | Manager, IT and Innovation |
| Affiliation: | Canadian Office and Professional Employees Union (COPE), Local 343 |

A. Position Summary

The end user support position is responsible for the physical setup of phones, printers and computers, as well as providing basic instruction in their use according to information provided by suppliers, manufacturers and service providers. This position is also responsible for arrangements for the maintenance of the office faxes and photocopiers.

B. Duties & Responsibilities

Computers, Phones and Audio Visual Equipment

- Upon notification of new staff arrival physically sets up computer, ensuring that standard office programs including CMS are available for use and provides basic orientation/instruction on their use. Installs application hardware / software, according to instructions, as required.
- Resets voicemail for activation by the new user and provides instruction on the use of the both the telephone and voicemail system based on user guides and instruction manuals provided by the service provider.
- Makes administrative changes to phone line assignments, voicemail and other systems to add or delete users as directed by management
- Connects telephone headset and provides instruction on the use of the headset using instructions provided by the manufacturer/supplier.
- Contacts telephone service provider to coordinate site visits and /or telephone consultation on programming, installation of additional lines and maintenance & repair issues at the request of relevant manager or Director.

- Sets up audio visual equipment such as screens and projectors, as required for presentations.
- Provides assistance to users in resolving day-to-day routine problems that arise in the operation and use of their computer, printer, blackberry, headset, telephone equipment and telephone reporting application based on user guides and instructions from suppliers/service providers.
- Other duties, responsibilities and projects of a basic support nature as assigned.

Faxes, Photocopiers & Transcription Equipment

- Scans documents upon request.
- Monitors level of toner and paper supplies and prepares and submits purchase requests.
- Contacts service representative to coordinate site visits and /or telephone consultation with respect to maintenance and repair issues at the request of relevant manager or Director.
- Day to day maintenance of copiers including option set up, fixing paper jams and replacement of toner cartridges.
- Set up transcription equipment and installation of required software according to manufacturer/supplier instructions.
- Set up new users based on user guides and instruction manuals to enable printing and scanning on photocopiers and provides basic orientation/instruction on the use of the equipment.
- Provides assistance in resolving day-to-day routine problems that arise in the operation and use of fax machines and transcription equipment based on user guide and instruction manual.

Administrative Support

- Stocks copy room with paper supplies as needed.
- Contacts suppliers and prepares and submits purchase requisitions for repair kits, telephones, headsets and associated parts at the request of relevant manager or Director.
- When requested, runs basic administrative reports from the telephone reporting application.
- Reproduces audio files and copies / burns CDs and DVD's of presentations and or complaints, as required.
- Changing and storing of computer system back-up tapes and reception video tapes.
- Maintains weekly log of requests made to the systems help and addressed by end user support position.
- Provides back-up administrative support assistance with records and mail as required including during staff vacations and absences. Such assistance may include processing new complaint files, making changes to complainant information (at the request of operations staff), responding to requests to

- retrieve folders, completing requests to obtain information from the records centre and processing incoming and outgoing mail and courier deliveries.
- Other related duties, responsibilities and projects as assigned.

C. Position Qualifications

Education: High School Diploma or an acceptable combination of education and experience

Experience: Experience in providing end user service and administrative support. Preference will be given to those with a minimum of 2 years of related experience.

Knowledge, Skills and Abilities

- Demonstrated knowledge of various computer applications including Office for Mac, OSX.5 and FileMaker.
- Ability to perform basic and routine administrative tasks including set up and daily and routine maintenance of office equipment (photocopiers, printers, faxes etc.).
- Ability to provide basic instruction to users of computers and office equipment based on manufacturer/supplier/service provider information such as that contained in user guides and instruction manuals.
- Effective organizational skills.
- Sound oral communication skills including the ability to communicate clearly with suppliers and service providers.
- Sound interpersonal skills for effective service delivery and to develop and maintain productive work relationships with team, peers and management.

Personal Suitability: Given the nature of the position and the required interaction with others, the position requires an incumbent that is able to deal with all levels of staff in a courteous and professional manner that respects the diversity of skill level within the office.

D. Work Environment

Incumbent works in a normal office environment.

Supervision: Position does not supervise any staff.

Time Pressures: Occasional pressure to meet time demands. Incumbent has the discretion to refer difficult issues to the Manager, IT and Innovation.

Effect of Errors: Errors in work may impact the timing of operations service delivery. Errors in storage of tapes may also negatively impact the ability to retrieve information.

Freedom to Make Decisions: The incumbent must be capable of working somewhat independently in a structured environment and must take initiative in organizing the day-to-day functions of the position.

Interpersonal Contacts: This position requires regularly dealing with staff at all levels. Incumbent is expected to exercise discretion in all interpersonal contacts.