



WORK DESCRIPTION - DESCRIPTION DE TRAVAIL

FUNCTIONAL GENERIC WORK DESCRIPTIONS

Job Position Number – Numéro du poste	Position Title – Titre du poste Support Analyst, Infrastructure Operations
Job Generic Number – Numéro d’emploi générique GNCS020002	Position Classification – Classification d’emploi CS-02
National Occupation Code – Code National des professions 2282 – User Support Technicians	Geographic Location – Lieu Géographique
Department/Agency – Ministère/Organisme	Organizational Component - Composante organisationnelle
Effective Date – Date d’entrée en vigueur	Other - Autre
Supervisor Job Position Number – Numéro du poste du surveillant	Supervisor Position Title – Titre du poste du surveillant Team Leader, Infrastructure Operations
Supervisor Job Generic Number – Numéro d’emploi générique du surveillant GNCS030006 or GNCS031006	Supervisor Classification – Classification du surveillant CS-03
Language Requirements – Exigences linguistiques	Linguistic Profile – Profil linguistique
Communication Requirements – Exigences en matière de communication	
Office code – Code de bureau	Security Requirements – Exigences en matière de sécurité

Client Service Results - Résultats axés sur le service à la clientèle

Technical services and advice in the planning, development, implementation, integration and maintenance of a departmental IT infrastructure in support of service delivery to internal and external clients, and stakeholders.

Key Activities - Activités principales

Interprets analyses, defines, and documents requirements and recommends solutions with respect to the planning, development, implementation, integration or maintenance, of IT infrastructure components such as Local Area Network, Municipal Area Network and Wide Area Network (LAN/MAN/WAN), workstation, server and mainframe operations.

Evaluates, installs, maintains, troubleshoots, upgrades, documents and administers the use and replacement of LAN/MAN/WAN, mainframe, servers, workstations and peripheral equipment, related networking and operating system software and refers problems to the next level of support as required.

Prepares and delivers training sessions to colleagues and clients on components of the IT infrastructure and their operation.

Provides advice on various technical subjects such as network operating systems, standards, protocols and utilities to clients and colleagues.

Participates in discussions with colleagues, clients, technical advisors and managers to explain issues of a technical nature or to resolve technical issues.

Maintains knowledge of trends and developments in all IT infrastructure components.

Participates in projects, occasionally leads short-term projects and/or supervises contractors.

Skill - Habilités

The work requires the knowledge of:

Methods and practices of computer science, LAN/MAN/WAN, client service management, System Development Life-Cycle (SDLC), the capacities, capabilities and requirements of a large variety of computer platforms and equipment, and capacity and performance planning to carry out IT operations and infrastructure development, implementation or maintenance, and to deliver technical services and advice on issues such as connectivity within and between sites and remote locations, IT asset acquisition and life cycle management, integrity of corporate and client applications, voice/data systems, the roll-out of enterprise software, client service technical support, capacity and performance planning, operations upkeep, systems programming, client technical support, and problem management.

Principles, practices, standards, and techniques related to interoperability of hardware and software configuration controls for platform environments such as client-server or mainframe environments.

Principles, practices and techniques of technical writing to produce technical documentation.

Methods and techniques of project management to lead short-term IT infrastructure projects.

Legislation, regulations and Government policies relevant to the position.

Client organization and operations, departmental policies, standards, processes and priorities to recommend technical options, solutions and advice to clients, and prepare client specific training sessions.

The work also requires:

Analytical skills to scrutinize and document client requirements to ascertain feasibility and ensure compliance to the existing IT framework.

Communication skills to communicate technical information, resolve project and technical issues, to make presentations concerning infrastructure support to clients, colleagues and managers, and to deliver training.

Writing skills to produce training material, user manuals, correspondence and documentation.

Training skills to prepare and deliver training sessions to clients and colleagues on components of the IT infrastructure and their operation.

Effort - Efforts

Intellectual:

Intellectual effort is required to:

Resolve issues which involves: analyzing and assessing the interaction of hardware and software components to deal with unique combinations of elements; researching and assessing new components and their capabilities; understanding technical standards and procedures; analyzing new requirements and recommendations; analyzing related systems management tools, and determining the distributed system availability and reliability; identifying technical risks as part of the development of project plans and delivery of network management support services and alternative actions.

Research, develop and maintain technical documents used in presentations, training and in support of day-to-day activities.

The activities could impact on the effective and efficient delivery of service to clients and stakeholders.

Physical:

Physical effort is required to crouch, lie, kneel or crawl in confined spaces on a regular basis to set up and assemble equipment; lift heavy or awkward equipment.

Responsibility - Responsabilités

Responsibility for contacts with colleagues, clients, technical advisors and managers to explain issues of a technical nature or to resolve technical issues.

Responsible for technical services and advice for the installation, configuration, and maintenance of the computing environment used by clients in accordance with policies and standards.

Responsible for participating in projects as a member and for occasionally leading short-term projects and/or supervising contractors.

Responsible for researching products and preparing cost estimates for the purchase of computer hardware or software used for budget planning and decision-making.

Responsible for a desktop and/or laptop computer, hardware and software, and for maintaining data integrity, and confidentiality and security in own work.

Working Conditions - Conditions de travail

Physical:

The majority of work is performed while sitting at a computer workstation, troubleshooting client information technology problems or at a client site installing and testing user hardware and software.

May involve exposure to electrical shock when conducting electronic equipment maintenance and repair, and exposure to injury when lifting and moving electronic equipment.

Psychological:

The work involves time pressures, changing and unpredictable priorities and multiple demands that can result in stress. The output of services provided directly affects a broad range of operational and management personnel who are themselves working under pressure and to deadlines under circumstances of often changing priorities.

Employee's Statement – Déclaration de l'employé

I have been given the opportunity to read and comment on the content of this work description.
J'ai eu l'occasion de lire et commenter le contenu de cette description de travail.

Name of Employee – Nom de l'employé	_____ Signature	_____ Date
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Supervisor's Statement – Déclaration du surveillant

This work description accurately describes the work assigned to this position.
Cette description de travail décrit adéquatement le travail assigné à ce poste.

Name of Supervisor – Nom du surveillant	_____ Signature of Supervisor – Signature du surveillant	_____ Date
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Manager's Authorization – Autorisation du gestionnaire

This work description accurately describes the work assigned to this position.
Cette description de travail décrit adéquatement le travail assigné à ce poste.

Name of Manager – Nom du gestionnaire	_____ Manager's Signature – Signature du gestionnaire	_____ Date
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