

Position Description Form (PDF)

College: **Fanshawe College**
Incumbent: Vacant
Position ID: TSACSTCN2SF
Position Title: Audio-Visual Technician
Department: **Academic Technical Support Services**
Payband: F

Appointment: **X12 Month** 11 Month 10 Month 9 Month Other
Hours: Subject to Averaging of Hours

Supervisor's Name and Title: **Director, End User Solutions**
Date Completed by Supervisor:
Date Reviewed with Incumbent:

Notes: Position re-evaluated @ Sept 28/07; Position re-evaluated @ December 1, 2015, Cosmetic changes and title change from Computer Support Technician December 2023

Approved by Human Resources: _____
Date: _____

Signature of Incumbent: _____ Date: _____
(Indicates incumbent has read and understood PDF)

Immediate Supervisor: _____ Date: _____

Instructions for Completing the PDF

1. Read the form carefully before completing any of the sections.
2. Answer each section as completely as you can, based on the typical activities or requirements of the position and not on exceptional or rare requirements.
3. If you have any questions, refer to the document entitled "A Guide on How to Write Support Staff Position Description Forms" or contact your Human Resources representation for clarification.
4. Ensure the PDF is legible.
5. Responses should be **straightforward and concise using simple factual statements.**

Position Summary

Provide a concise description of the overall purpose of the position.

Under the general supervision of the Director, the incumbent provides high-quality customer services by carrying out a variety of assigned technical support tasks involving College and student technology devices. Typical activities include: setup, configuration and testing of audio visual, computers, laptops and related equipment; on-site or remote troubleshooting and resolution of hardware and software problems; assisting computer support technologists and coordinators in the implementation of computer/network cyclical and ad hoc work and projects; responding by phone, online or in person to client requests for technical advice and service/support.

Duties and Responsibilities

Indicate as clearly as possible the significant duties and responsibilities associated with the position. Indicate the approximate percentage of time for each duty. Describe duties rather than detailed work routines.

	Approximate % of time annually*
<p>Responds to technical support service requests from designated client groups through such activities as:</p> <p>Performing the installation/modification of audio visual equipment, system software, utilities, virus detection, and security software in multi-purpose academic labs and staff and student computer and associated technology devices.</p> <p>Detecting and solving complex problems as they pertain to system or application software, hardware or a multitude of peripheral devices.</p> <p>Analysing and tuning audio visual equipment, computers and associated technology devices utilizing various utilities. Analysing complex software/hardware failures and taking or recommending corrective action.</p> <p>Using troubleshooting skills to resolve all technical requests from clients. This may be achieved by walking the client through, or directly performing problem resolution steps. Any inquiries not resolved immediately are recorded for an on-site visit by the incumbent.</p> <p>Responding to field inquiries from faculty, staff and students about hardware and software in general, their courses and the College computer labs.</p>	60%

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<p>Assists with cyclical and ad hoc work and with the implementation of approved computer-related projects by such activities as: Installing and configuring new equipment, computers and related peripherals. Under the direction of the Computer Support Coordinator or the Electronics and Audio Visual Specialist, conducts and compiles research for the testing and implementation of new or existing technologies.</p>	<p>30%</p>
<p>Performs other related duties as assigned.</p>	<p>10%</p>
<td data-bbox="954 667 1088 714"> </td>	
<td data-bbox="954 714 1088 753"> </td>	

- * To help you estimate approximate percentages:
- | | | |
|---------------------|---------------------|---------------------|
| ½ hour a day is 7% | 1 hour a day is 14% | 1 hour a week is 3% |
| ½ day a week is 10% | ½ day a month is 2% | 1 day a month is 4% |
| 1 week a year is 2% | | |

1. Education

A. Check the box that best describes the **minimum** level of **formal** education that is required for the position and specify the field(s) of study. Do not include on-the-job training in this information.

- | | | |
|--|--|--|
| <input type="checkbox"/> Up to High School or equivalent | <input type="checkbox"/> 1 year certificate or equivalent | <input checked="" type="checkbox"/> 2 year diploma or equivalent |
| <input type="checkbox"/> Trade certification or equivalent | <input type="checkbox"/> 3 year diploma / degree or equivalent | <input type="checkbox"/> 3 year diploma / degree plus professional certification or equivalent |
| <input type="checkbox"/> 4 year degree or equivalent | <input type="checkbox"/> 4 year degree plus professional certification or equivalent | <input type="checkbox"/> Post graduate degree or (e.g. Masters) or equivalent |
| <input type="checkbox"/> Doctoral degree or equivalent | | |

Field(s) of Study:

Information Technology or a related field

B. Check the box that best describes the requirement for specific course(s), certification, qualification, formal training or accreditation in addition to and not part of the education level noted above and in the space provided specify the additional requirement(s). Include only the requirement that would typically be included in the job posting and would be acquired prior to the commencement of the position. Do not include courses that are needed to maintain a professional designation.

- No additional requirements
- Additional requirements obtained by course(s) of a total of 100 hours or less
- Additional requirements obtained by course(s) of a total between 101 and 520 hours
- Additional requirements obtained by course(s) of a total of more than 520 hours

2. Experience

Experience refers to the minimum time required in prior position(s) to understand how to apply the techniques, methods and practices necessary to perform this job. This experience may be less than experience possessed by the incumbent, as it refers only to the minimum level required on the first day of work.

Check the box that best captures the typical number of year of experience, in addition to the necessary education level, required to perform the responsibilities of the position and, in the space provided, describe the type of experience. Include any experience that is part of a certification process, but only if the work experience or on-the-job training occurs after the conclusion of the educational course or program.

- Less than one (1) year
- Minimum of one (1) year
- Minimum of two (2) years

Experience in audio visual equipment, computers and other associated technology devices. The experience and expertise needs to cover:
a) The diagnosis, troubleshooting and installation of audio visual equipment and components, PC/MAC systems and other technology platforms;
b) The deployment and installation of application software;
c) The troubleshooting of both hardware and software, including testing methodology and procedures.

- Minimum of three (3) years
- Minimum of five (5) years
- Minimum of eight (8) years

3. Analysis and Problem Solving

This section relates to the application of analysis and judgement within the scope of the position.

The following charts help to define the level of complexity involved in the analysis or identification of situations, information or problems, the steps taken to develop options, solutions or other actions and the judgement required to do so.

Please provide up to three (3) examples of analysis and problem solving that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally:

	#1 regular & recurring
Key issue or problem encountered.	The incumbent will receive a client request to resolve a technical issue such as sound, video or email not working or internet access lost/denied.
How is it identified?	Work requests are received through the ticketing system, having been assigned by a Coordinator or self-assigned directly by the incumbent. Clients may call or walk in to the Service Desk to request assistance. Email or remote support request received directly from the incumbent.
Is further investigation required to define the situation and/or problem? If so, describe.	Call the client or visit the client to investigate the nature of the problem. Ask questions to determine the specific nature of the problem. Verify the problem and its scope.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Troubleshoot the issues by using problem resolution techniques. Research on the web or discuss with co-worker.
What sources are available to assist the incumbent finding solution(s)? (e.g.: past practices, established standards or guidelines).	Past practice, industry best practices, hardware/software manuals, online resources and guidance from Specialist, Technologists, Coordinators and the Director.

3. Analysis and Problem Solving

#2 regular & recurring

Key issue or problem encountered	The incumbent will load and test software for various computer systems including PC's, Macs and other supported hardware.
How is it identified?	Client will identify new software or upgrade that needs to be incorporated. Client will have urgent request to upgrade existing software. As assigned by Coordinator or Director.
Is further investigation required to define the situation and/or problem? If so, describe.	The software to be added or upgraded is tested thoroughly for compatibility with current environment. If required, the incumbent will consult with end user and provide demonstration to reach optimal/satisfactory configuration.
Explain the analysis used to determine a solution(s) for the situation and/or problem.	Problem solving and troubleshooting techniques are utilized to resolve conflicts when adapting new software to the College environment. End user requirements are analysed and incorporated, if possible. Once the installation is complete, end users are asked to validate the software to ensure the installation was successful and meets their needs.
What sources are available to assist the incumbent finding solution(s)? (e.g.: past practices, established standards or guidelines).	Past practice, industry best practices, hardware/software manuals, online resources and guidance from Technologists, Coordinators and the Director.

Commented [MC1]: Define the problem solving required

Commented [MC2]: See requirement for industry best practice on page above

Commented [MC3]:

#3 regular & recurring

Key issue or problem encountered	The incumbent will resolve software and hardware conflicts related to various computer systems including PC's, Macs and other supported hardware.
How is it identified?	Work requests are received through the ticketing system, having been assigned by a Coordinator or self-assigned directly by the incumbent. Clients may call or walk in to the Service Desk to request assistance. Email or remote support request received directly from the incumbent.

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Is further investigation required to define the situation and/or problem? If so, describe.

Try to replicate the issue to determine best course of action to resolve.
Research and analysis using various online sources and past practices.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

Use various troubleshooting and problem solving techniques to identify issues and possible solutions.
Test possible solutions and propose to end user, followed by implementation.

What sources are available to assist the incumbent finding solution(s)? (e.g.: past practices, established standards or guidelines).

Past practice, industry best practices, hardware/software manuals, online resources and guidance from Technologists, Coordinators and the Director.

3. Analysis and Problem Solving

#1 occasional

Key issue or problem encountered

The incumbent is requested to provide assistance in a PC lab to resolve a problem with a PC, audio or video equipment or a printer in the lab, office or high tech classroom.

How is it identified?

Work requests are received through the ticketing system, having been assigned by a Coordinator or self-assigned directly by the incumbent.
Clients may call or walk in to the Service Desk to request assistance.
Email or remote support request received directly from the incumbent.

Is further investigation required to define the situation and/or problem? If so, describe.

The incumbent will evaluate the urgency of the call by discussing with the client. If it is urgent and a class is in session, he will take immediate action. If it can wait, the work will be added to his priority list for the day.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

Urgent requests are handled by finding acceptable work-around that will return the lab in a temporary working state as soon as possible such as replacing a non-working PC or projector with a spare.
Time permitting, the incumbent will troubleshoot the problem to repair and return the equipment to normal operation.
Drill down to isolate the problem.
Research on the web or discuss with co-worker

What sources are available to assist the incumbent finding solution(s)? (e.g.: past practices, established standards or guidelines).

Past practice, industry best practices, hardware/software manuals, online resources and guidance from Technologists, Coordinators and the Director.

#2 occasional (if none, please strike out this section)

Key issue or problem encountered

How is it identified?

Is further investigation required to define the situation and/or problem? If so, describe.

Explain the analysis used to determine a solution(s) for the situation and/or problem.

What sources are available to assist the incumbent finding solution(s)? (e.g.: past practices, established standards or guidelines).

4. Planning/Coordinating

Planning is a proactive activity as the incumbent must develop in advance a method of acting or proceeding, while coordinating can be more reactive in nature.

Using the following charts, provide up to three (3) examples of planning and/or coordinating that are regular and recurring and, if present in the position, up to two (2) examples that occur occasionally:

#1 regular & recurring

List the project and the role of the incumbent in this activity.

The incumbent prioritizes his/her assigned work requests to ensure the Service Level Agreements are maintained.

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What are the organizational and/or project management skills needed to bring together and integrate this activity?

The incumbent has to use judgement to plan his/her work day according to the urgency of the assigned work requests.

Communication with the client is required to manage expectations. If the incumbent cannot complete the work within the required timelines, additional peer assistance may be required.

List the types of resources required to complete this task, project or activity.

Past practices, established guidelines, procedures and principles.

Technologists, Coordinators and Director.

Ticketing System

How is/are deadline(s) determined?

Client has expectations, the incumbent needs to discuss with the client the urgency of the request and communicate plan to service.

Established service standards.

Coordinators, Director.

Normally, the incumbent has control of the deadline provided client expectations are managed.

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

The client, Coordinators and Director will make changes to the activities.

The incumbent in consultation with the Coordinators, Director and the Client will determine the impact on others.

For example, urgent request assigned to incumbent may delay scheduled service calls. The incumbent would evaluate the impact and consult with the Coordinators or Director for mitigation strategies.

4. Planning/Coordinating

#2 regular & recurring

List the project and the role of the incumbent in this activity.

The incumbent deploys a required software update.

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What are the organizational and/or project management skills needed to bring together and integrate this activity?

Need to test the software for compatibility prior to mass deployment.
In consultation with end users, coordinate the activities that are required to avoid disruption to the academic delivery.
Organizing time and resources.
Anticipate repair and maintenance of systems that might occur during the time the work is being performed.

List the types of resources required to complete this task, project or activity.

Co-worker, Coordinators, Director, department staff, end user.

How is/are deadline(s) determined?

Imaging and deployment technologies

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

By the Coordinators or Director.
The technician determines changes to the project in consultation with the client. If major changes are required, the Coordinators or Director are involved in the decision. For example, the configuration of the software is not what the end user requires, the Technician adjusts, if possible.

#3 regular & recurring

List the project and the role of the incumbent in this activity.

Client needs to upgrade his/her computer. The technician will get a newer computer or components and replace the older hardware and ensure the client has all the same information available.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

Scheduling and coordinating the change with the end user.
Planning the sequence of activities involved in the evergreening/upgrade process.
Planning ahead to ensure that end user has all required software and migrated files upon receiving new/upgraded system.

List the types of resources required to complete this task, project or activity.

Newer computer or hardware from the evergreening pool or new purchase.
Co-worker, Coordinator, Director, end user.
Imaging server, shared drive and network

How is/are deadline(s) determined?

Discussed and agreed to with the end user or dictated by an emergency repair or as an assigned project from Coordinator or Director.

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

The technician, in consultation with the end user, will determine the impact of the changes or if changes are required. For example, the end user might not require all the data from his/her old computer. The technician might suggest backup some of the information on a shared drive or external storage to make it available whenever it is required.

4. Planning/Coordinating

#1 occasional (if none, please strike out this section)

List the project and the role of the incumbent in this activity.

Occasionally, an urgent situation may arise outside of core business hours involving an enterprise level IT application or service affecting many customers. Incumbent will inform Coordinators and Director of issue and, under their direction, create a plan to troubleshoot and resolve issue.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

Approved changes and their effects on clients need to be researched, tested, tuned, and implemented in an orderly, timely and effective manner, often in restricted time frames.

List the types of resources required to complete this task, project or activity.

Hardware and/or software; technical support staff in own section and other areas; other service staff; schedules; product information; online information sources, Coordinators and Director

How is/are deadline(s) determined?

Deadlines are usually asap.

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

Significant changes to the way objectives are achieved are usually decided in consultation with the coordinator or manager

#2 occasional (if none, please strike out this section)

List the project and the role of the incumbent in this activity.

What are the organizational and/or project management skills needed to bring together and integrate this activity?

List the types of resources required to complete this task, project or activity.

How is/are deadline(s) determined?

[Empty dashed box for #2 occasional section]

Who determines if changes to the project or activity are required? And who determines whether these changes have an impact on others? Please provide concrete examples.

5. Guiding/Advising Others

This section describes the **assigned responsibility** of the position to guide or advise others (e.g. other employees, students). Focus on the actions taken, (rather than the communication skills) that directly assist others in the performance of their work or skill development.

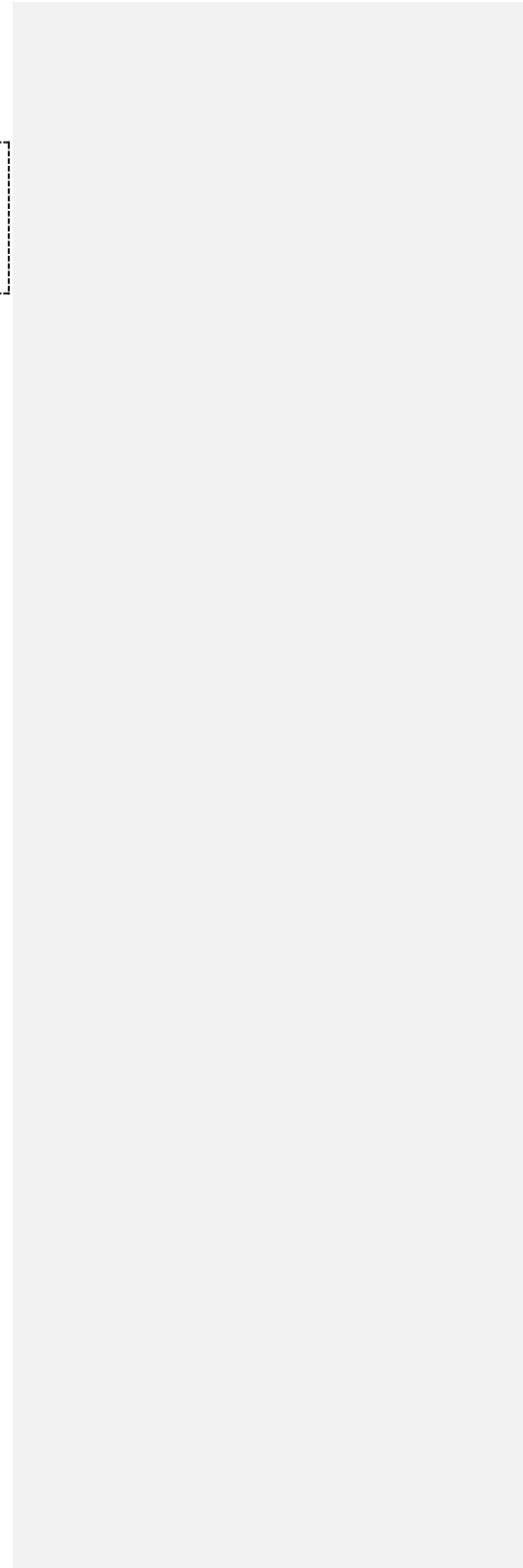
Though Support Staff cannot formally "supervise" others, there may be a requirement to guide others using the incumbent's job expertise. This is beyond being helpful and providing ad hoc advice. It must be an assigned responsibility and must assist or enable others to be able to complete their own tasks.

Check the box(es) that best describe the level of responsibility assigned to the position and provide an example(s) to support the selection, including the positions that the incumbent guides or advises.

Regular & Recurring	Occasional	Level	Example
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Minimal requirement to guide/advise others. The incumbent may be required to explain procedures to other employees or students.	Responding to client requests for technical support often involves explaining technical methods and procedures.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is a need for the incumbent to demonstrate correct processes/procedures to others so that they can complete specific tasks.	Providing clients with technical instruction regarding their access and utilization of in-house and online services. Provide best practice technical advice to users on how to correctly utilize college resources.
<input type="checkbox"/>	<input type="checkbox"/>	The incumbent recommends a course of action or makes decisions so that others can perform their day-to-day activities.	
<input type="checkbox"/>	<input type="checkbox"/>	The incumbent is an active participant and has ongoing involvement in the progress of others with whom he/she has the responsibility to demonstrate correct processes/procedures or provide direction.	

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- □ The incumbent is responsible for allocating tasks to others and recommending a course of action or making necessary decisions to ensure the tasks are completed.



6. Independence of Action

Please illustrate the type of independence or autonomy exercised in the position. Consideration is to be given to the degree of freedom and constraints that define the parameters in which the incumbent works.

What are the instructions that are typically required or provided at the beginning of a work assignment?	
Regular and Recurring	Occasional (if none, please strike out this section)
The incumbent receives a brief description of issue through the ticketing system, Director or Coordinator. The incumbent must investigate further, often in collaboration with the client, and resolve the issue.	The incumbent will generate their own work assignments based what they find while resolving a previous unrelated issue. The incumbent may be tasked with researching and investigating support methods for new technologies. The incumbent may get detailed instruction on a work assignment or special project from the Director or Coordinator.

What rules, procedures, past practices or guidelines are available to guide the incumbent?	
Regular and Recurring	Occasional (if none, please strike out this section)
Training, department guidelines, online resources, experience and industry best practices, equipment manuals.	Vendor technical support services.

How is work reviewed or verified (e.g.: feedback from others, work processes, Supervisor)?	
Regular and Recurring	Occasional (if none, please strike out this section)
Client service request resolutions are verified by the client. The incumbent is expected to review own work for accuracy and completeness. A Coordinator may review work, especially for non-routine activity.	Special projects/assignments may be reviewed by the Director or Coordinator.

6. Independence of Action

Describe the type of decisions the incumbent will make in consultation with someone else other than the Supervisor?	
Regular and Recurring	Occasional (if none, please strike out this section)
<p>Unusually complex client requests/technical issues may be referred to other senior technical support staff for advice or guidance.</p> <p>The incumbent will decide on the configuration of the client's system, based on an assessment of the client's needs and system specifications.</p>	<p>Temporary work-arounds for complex client issues are decided upon by the incumbent, in consultation with the client.</p>

Describe the type of decisions that would be decided in consultation with the Supervisor.	
Regular and Recurring	Occasional (if none, please strike out this section)
<p>Any budget related activities or purchases</p> <p>Changes in procedures, scheduling and prioritization problems, and issues beyond the scope of this position.</p>	<p>Organization-level changes.</p>

Describe the type of decisions that would be decided by the incumbent.	
Regular and Recurring	Occasional (if none, please strike out this section)
<p>For common technical support requests, the incumbent will determine client needs and decide how to best implement solutions/alternatives.</p> <p>Escalation of technical issues to other lead technical support staff.</p>	<p>Purchase of parts and supplies.</p> <p>Occasionally a situation may arise outside of core business hours; incumbent will inform Coordinator and Director and will troubleshoot/mitigate while awaiting direction.</p>

7. Service Delivery

This section looks at the service relationship that is an assigned requirement of the position. It considers the required manner in which the position delivers service to customers. It is not intended to examine the incumbent's interpersonal relationship with those customers and the normal anticipation of what customers want and then supplying it efficiently. It considers how the request for service is received and the degree to which the position is required to design and fulfil the service requirement. A "customer" is defined in the broadest sense as a person or groups of people and can be internal or external to the College.

In the table below, list the key service(s) and its associated customers. Describe how the request for service is received by the incumbent, how the service is carried out and the frequency.

Information on the service		Customer	Frequency (D, W, M, I)*
How is it received?	How is it carried out?		
<p>Service requests are generally received directly from the client in person, by phone or via online systems, or are passed on by the Director or Coordinator.</p>	<p>Routine requests follow established procedures and past practice.</p> <p>Complex or poorly documented requests will require questioning or investigation to determine whether to resolve personally or escalate to other lead technical support staff. Where required, may seek guidance from Coordinator or Senior TSS staff member.</p>	<p>College staff and students who use computing resources and services.</p>	<p>D</p>
<p>Work generated through scheduled events such as preventive maintenance, projects or academic schedule.</p>	<p>The incumbent will first create a work request.</p> <p>Once a work order is created, the process above is followed.</p>	<p>Internal work required as part of TSS service responsibility to the College.</p>	<p>W</p>

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<p>Assigned special projects. Assigned ad hoc work or components of project work by Specialist, Coordinator or Director</p>	<p>Routine requests follow established procedures and past practice</p> <p>Occasionally, the issue is complex and requires service outside of established procedures, including conducting research and creation of technical documentation; this is usually done in consultation with Coordinator and/or Director</p>	<p>Clients or lead technical support staff.</p>	<p>M</p> <p>I</p>

Commented [MC4]: **Nov 12** this is too vague. It reads that all special projects are complex Need to use a specific example and then fill out the boxes based on that

* D = Daily W = Weekly M = Monthly I = Infrequently

8. Communication

In the table below indicate the type of communication skills required to deal effectively with others. Be sure to list both verbal (e.g. exchanging information, formal presentations) and written (e.g. initiate memos, reports, proposals) in the section(s) that best describes the method of communication.

Communication Skill/Method	Example	Audience	Frequency (D, W, M, I)*
Exchanging routine information, extending common courtesy	Responding to telephone, online or in-person requests for routine information such as hours of operation and username/password requests.	College staff and students who use computing resources and services.	D
Explanation and interpretation of information or ideas	<p>Identifying the nature of a problem by careful questioning to clarify the actual computer or software issue based on symptoms described by clients who have varying computer knowledge levels.</p> <p>Documenting service request tickets in online system. Requires clear, concise problem/symptom description so other tech support staff can understand.</p> <p>The incumbent shares information amongst technicians (peer to peer).</p>	College staff and students who use computing resources and services.	D
Imparting technical information and advice	<p>The incumbent explains to the client the inner workings of a piece of software or explains how or why the client needs to use the software or hardware in a particular way.</p> <p>The incumbent is expected to impart technical advice and educate clients on common technical issues and procedures.</p>	College staff and students who use computing resources and services.	D
Instructing or training			

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Obtaining cooperation or consent			I
Negotiating			

* D = Daily W = Weekly M = Monthly I = Infrequently

9. Physical Effort

In the tables below, describe the type of physical activity that is required on a regular basis. Please indicate the activity as well as the frequency, the average duration of each activity and whether there is the ability to reduce any strain by changing positions or performing another activity. Activities to be considered are sitting, standing, walking, climbing, crouching, lifting, and/or carrying light, medium or heavy objects, pushing, pulling, working in an awkward position or maintaining one position for a long period.

Physical Activity	Frequency (D, W, M, I)*	Duration			Ability to reduce strain		
		< 1 hr at a time	1 - 2 hrs at a time	> 2 hrs at a time	Yes	No	N/A
Sitting, standing, walking	D	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting, carrying objects	D	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling under desks	D	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Heavy Objects	I	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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If lifting is required, please indicate the weights below and provide examples.

- Light (up to 5 kg or 11 lbs)
- Medium (between 5 to 20 kg or 11 to 44 lbs)
- Heavy (over 20 kg or 44 lbs)

Laptops, peripherals.
Computers, monitors, projectors.
Printers, UPS.

10. Audio Visual Effort

Describe the degree of attention or focus required to perform tasks taking into consideration:

- the audio/visual effort and the focus or concentration needed to perform a task and the duration of the task, including breaks (e.g.: up to 2 hours at one time including scheduled breaks)
- impact on attention or focus due to changes to deadlines or priorities
- the need for the incumbent to switch attention between tasks (e.g.: multi-tasking where each task requires focus or concentration)
- whether the level of concentration can be maintained throughout the task or is broken due to the number of disruptions

Provide up to three (3) examples of activities that require a higher than usual need for focus and concentration.

Activity #1	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Listening and trying to resolve a client's technical problem.	D	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can concentration or focus be maintained throughout the duration of the activity? If not, why? <input checked="" type="checkbox"/> Usually <input type="checkbox"/> No Multitasking and constant interruptions are standard at a traditional Service Desk. While the incumbent attempts to maintain focus on the task at hand, it is rarely completed uninterrupted.				

Activity #2	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Using a computer to monitor installations, configure equipment and software.	D	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can concentration or focus be maintained throughout the duration of the activity? If not, why? <input checked="" type="checkbox"/> Usually <input type="checkbox"/> No Multitasking and constant interruptions are standard at a traditional Service Desk. While the incumbent attempts to maintain focus on the task at hand, it is rarely completed uninterrupted.				

Activity #3	Frequency (D, W, M, I)*	Average Duration		
		Short < 30 mins	Long up to 2 hrs	Extended > 2 hrs
Can concentration or focus be maintained throughout the duration of the activity? If not, why? <input type="checkbox"/> Usually <input type="checkbox"/> No				

* D = Daily W = Weekly M = Monthly I = Infrequently

11. Working Environment

Please check the appropriate box(es) that best describes the work environment and the corresponding frequency and provide an example of the condition.

Working Conditions	Examples	Frequency (D, W, M, I)*
<input checked="" type="checkbox"/> acceptable working conditions (minimal exposure to the conditions listed below)		D
<input checked="" type="checkbox"/> accessing crawl spaces/confined spaces	Crawling under desks or podiums to access equipment and connections.	D
<input checked="" type="checkbox"/> dealing with abusive people	Clients are occasionally upset by their technical problems and fail to interact appropriately with technical staff.	I
<input type="checkbox"/> dealing with abusive people who pose a threat of physical harm		
<input type="checkbox"/> difficult weather conditions		
<input type="checkbox"/> exposure to extreme weather conditions		
<input type="checkbox"/> exposure to very high or low temperatures (e.g. freezers)		
<input type="checkbox"/> handling hazardous substances		
<input checked="" type="checkbox"/> smelly, dirty or noisy environment	The incumbent is expected to service equipment where it is. The automotive shop, for example, is an area where it can be noisy and dirty. The incumbent will still be required to go and fix the issues.	I
<input checked="" type="checkbox"/> travel	Travel to other College locations will be required.	I
<input type="checkbox"/> working in isolated or crowded situations		
<input type="checkbox"/> other (explain)		

* D = Daily M = Monthly W = Weekly I = Infrequently