



*Algoma University is committed to undoing systemic and institutional discrimination and being publicly transparent and accountable. Diversity, equity, and inclusion are fundamental to our Special Mission. In keeping with the Seven Grandfather teachings that are the core values that inform our decisions as an institution, we are committed to creating a welcoming, inclusive, respectful, and safe environment where everyone belongs. We live these values through the strength and richness that diversity brings to our workforce and welcome contributors from equity-deserving groups including: Indigenous Peoples, Black and racialized persons, women, Persons with Disabilities, 2 Spirit, Lesbian, Gay, Bisexual, Transgender, and Queer persons.*

<b>Job Title:</b>	<b>Application Support Specialist</b> Staff Bargaining Unit
<b>Position Status:</b>	Permanent, Full-time (35 hours/week) OSSTF
<b>Department:</b>	Innovation & Technology (ITS)
<b>Supervision Received:</b>	Manager, IT Projects & Development
<b>Location:</b>	Brampton or Sault Ste. Marie, ON
<b># of Positions:</b>	1

**PRIMARY FUNCTIONS:**

A. Software Support	60%
B. Training	25%
C. Administration	5%
D. Other Duties	10%
<b>TOTAL</b>	<b>100%</b>

The primary function of the Application Support Specialist is to provide technical assistance and support related to applications used throughout Algoma University. The incumbent provides support for users, maintains the documentation associated with the support, and researches new applications which may potentially be used by the University. The incumbent will also be responsible for identifying and preparing updated versions of applications used by the University and assisting users with questions about supported software and computing platforms. Other duties may include installing/configuring software/hardware and additional support for Service Desk incident management.



## RESPONSIBILITIES:

### A. Software Support (60%)

- Provide customer-facing support, including a proactive approach to improving levels of service where possible.
- Accept requests that come in by phone, email, or through the support ticketing system, and troubleshoot issues as reported by end users.
- Manage tickets and ensure a comprehensive database of queries and resolutions is kept current.
- Identify trends in problems being reported, and provide suggestions for improvements.
- Aid in projects as a tester, and assist in project implementation and systems integration.
- Provide technical support to teams and to external stakeholders when required.
- Maintain and update technical documents and procedures.
- Coordinate at a multiple campus level where required.
- Prepare maintenance plans and upgrading schedules for the organization's systems.
- Develop reports for teams across the institution.

### B. Training (25%)

- Identify the training needs of end users.
- Aid in the development of training program materials as required.
- Provide assistance in producing classroom handouts, instructional materials, aids, and manuals.
- Aid in delivering orientation sessions and training courses.
- Provide assistance in periodic evaluation of ongoing programs to ensure that they reflect changes.
- Research new trends and tools in software applications.
- Provide necessary training, coaching, and mentoring to employees for IT systems.
- Identify areas for improving individual and team performance.

### C. Administration (5%)

- Maintain knowledge base of root causes for software/application issues.
- Maintain knowledge base in the service desk management system.
- Perform daily system monitoring of the service desk management system.
- Provide suggestions for the review of software performance records.
- Monitor and report on work orders issued from the service desk system to the Manager.
- Participate in departmental meetings to ensure the impact of ITS initiatives is understood and planned for.



- Review and update processes and procedures, and maintain appropriate documentation on an ongoing basis.
- Participate with the ITS team in determining new software direction and updates to standard computer images.

**D. Other Duties (10%)**

- Represent the IT department in appropriate internal and external committees.
- Research trends in technology in order to build the campus of the future, as well as incorporate best practices and standards.
- Work with the Service Desk team in supporting areas of responsibility and tracking resolutions.
- Provide basic support on common user problems when needed.
- Other duties, as assigned.

**WORKING CONDITIONS:**

**Physical Effort**

*Minimal*

Some lifting/physical effort required for transportation of materials and setup for various technologies

**Physical Environment**

*Minimal*

Minimal exposure to unpleasant/disagreeable conditions

**Sensory Attention**

*Moderate*

Work requires a need to concentrate on a variety of sensory inputs for various durations requiring diligence and attention

**Mental Stress**

*Moderate*

Work activities are performed with occasional exposure to one or more mental pressures but the stress would not be noticeably disruptive to the work nor result in unpleasant reaction (e.g. normal deadlines, client interactions, repetitive work, etc.)

**MINIMUM QUALIFICATIONS**

- Undergraduate degree in Information Technology, Computer Science, or related field, and a minimum of two (2) years experience in IT service operations, IT system



projects and implementation, and support of software applications, or an equivalent combination of education and experience, is required.

- Advanced knowledge and experience with Microsoft Windows, Office, and Google Suite is required.
- Excellent knowledge of a broad range of information technologies including, but not limited to, software applications, computer networks, operating systems, and the installation, configuration, and maintenance of computer systems.
- An eagerness to learn as new questions and situations arise, and to stay up-to-date with current IT-related news, system information, problems, changes, and updates relevant to our user community.
- Ability to adapt to new technologies.
- Ability to work in a dynamic environment and participate concurrently on multiple tasks.
- Excellent communication skills, both written and verbal.
- Excellent customer/client services skills.
- Excellent interpersonal skills with the ability to represent the university professionally in interactions with internal stakeholders and/or external communities.
- Excellent administrative and organizational skills with the demonstrated ability to take initiative and prioritize work in a high-volume office.
- Ability to work both independently and in a team environment.
- Understanding of, and ability to uphold, strict confidentiality.
- Ability to work effectively with people of diverse backgrounds, styles, and abilities
- Innovative problem-solver.
- Understanding of budgeting, including development, oversight, and tracking.
- Willingness and ability to travel between campuses.

**Salary Scale:     \$58,996 to \$73,745 annually**

**Please submit a resume and cover letter (combined PDF) to  
[talent.acquisition@algonau.ca](mailto:talent.acquisition@algonau.ca) no later than 4:00 p.m. on May 03, 2024.**

Algoma University is strongly committed to fostering diversity and inclusivity within our community and is an equal-opportunity employer. The university invites and encourages applications from all qualified individuals who would contribute to the further diversification of our Institution, including equity-deserving groups that are traditionally underrepresented in employment (Indigenous peoples, racialized persons, women, persons with disabilities, and 2SLGBTQQIPA+ persons).



In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, upon request, accommodation will be provided by Algoma University throughout the recruitment, selection, and/or assessment process to applicants with disabilities.