

## **JOB DESCRIPTION TEMPLATE**

Career Ladder:	Support Analysis
Business Title:	Senior Support Analyst
Department:	
Department Code:	
Level:	

### **Job Summary:**

The Senior Support Analyst designs solutions to ensure for the optimum end-user experience of the University's IT products and services.

### **Organizational Status:**

### **Work Performed:**

#### Specific Duties:

### Core Duties:

- Designs and develops user support delivery strategies and solutions and implements approved recommendations.
- Analyzes user and business unit tools and technology needs.
- Contributes to and/or revises current user support processes, guidelines, procedures and methods of support delivery.
- Monitors service delivery metrics, identifies issues, resolves or escalates when necessary.
- Creates and/or revises content for end-user support knowledge tools in accordance with current standards and procedures.
- Identifies, reviews, and recommends emerging technologies, products and services in support delivery as well as the interface between UBC infrastructure and other networks.
- Handles escalations and provides problem resolution advice and input to other support staff.
- May make presentations and prepare reports related to new and/or revised support or technical business and service plans, processes, procedures and technologies.
- Collaborates with others within and across units to enhance the quality or efficiency of service and support.
- Contributes to the development of best practices, standards, procedures and quality objectives across systems infrastructure or platforms.
- Maintains appropriate professional designations and up-to-date knowledge of current information technology techniques and tools.
- Performs other related duties as required.

### **Consequence of Error/Judgment:**

**Supervision Received:**

**Supervision Given:**

**Education/Work Experience:**

**Skills:**

**Competency Proficiency:**

**Core Competencies:**

Collaboration (Expert – E):

Identifies and improves communication to bring conflict within the team into the open and facilitate resolution. Openly shares credit for team accomplishment. Monitors individual and team effectiveness and recommends improvement to facilitate collaboration. Considered a role model as a team player. Demonstrates high level of enthusiasm and commitment to team goals under difficult or adverse situations; encourages others to respond similarly. Strongly influences team

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strategy and processes.

**Communicating for Results (Expert – E):**

Converses with, writes strategic documents for, and creates/delivers presentations to internal business leaders as well as external groups. Leads discussions with senior leaders and external partners in ways that support strategic planning and decision-making. Seeks a consensus with business leaders. Debates opinions, tests understanding, and clarifies judgments. Identifies underlying differences and resolves conflict openly and empathetically. Explains the context of multiple, complex interrelated situations. Asks searching, probing questions, plays devil's advocate, and solicits authoritative perspectives and advice prior to approving plans and recommendations.

**Problem Solving (Expert – E):**

Anticipates problem areas and associated risk levels with objective rationale. Uses formal methodologies to forecast trends and define innovative strategic choices in response to the potential implications of multiple integrated options. Generates and solicits the approval of senior leadership prior to defining critical issues and solutions to unclear, multi-faceted problems of high risk which span across and beyond the enterprise.

**Role Based Competencies:**

**Accountability (Expert – E):**

Defines strategic areas of responsibility. Plans and decides upon the reassigning and restructuring of significant organizational resources. Influences and sponsors cross-organizational decisions on work prioritization, resource allocation, and long-range standards of performance.

**Information Systems Knowledge (Expert – E):**

Engineers, coordinates, and submits approval for significant enterprise-wide information system solutions that align with organizational processes and long-term strategies. Recommends large-scale, best practice technological opportunities. Engages appropriate technical consultants, experts, and leaders.

**Analytical Thinking (Expert – E):**

Establishes strategic goals and enterprise-wide priorities. Uses techniques of advanced business and organizational analysis to identify and assess problem definitions and potential solutions, and compares and contrasts them against predetermined criteria. Creates framework for reviewing large volumes of unorganized data. Probes for, and points to, subtle and unclear relationships in highly complex matters and evaluates the merit of problem definitions and potential solutions. Anticipates the possible outcome of potential solutions. Systemically identifies and resolves complex enterprise-wide issues, while educating senior leaders as to their solution.