



## **EMPLOYMENT OPPORTUNITY**

### **Team Leader of Technical Support Services (Maternity Leave Replacement)**

**KSCS is seeking a highly skilled & experienced individual to provide supervision to the staff of the KSCS Technical Support Team and direct the development and implementation of activities in area(s) of expertise to meet goals, service objectives and standards.**

Under the supervision of the Information Systems Manager (ISM), the Team Leader of Technical Support will be responsible for overseeing and managing the technical support department.

The Team Leader of Technical Support participates in the administration of budgets and may make budgetary recommendations and approve staff expenditures, develops schedules and manpower requirements for assigned areas. Selects, develops, and evaluates personnel to ensure the efficient operation of the function.

#### **Required Education & Experience:**

- Bachelor's Degree in IS Technology or related field one (1) to three (3) years experience.
- CEGEP and/or vocational diploma in a computer discipline with three (3) to less than five (5) years of experience.
- Minimum High School diploma with five (5) to less than ten (10) years related work experience.

**Status:** 18-month contract, with a 6-month probationary period.

**Salary:** Starting at \$35.98/hour.

**Schedule:** 35 hrs/week; must be willing to work flexible hours as necessary.

**If you believe you possess all the requirements listed in the full job description for this position, and you wish to pursue a rewarding career with excellent benefits at KSCS, please forward your complete application to:**

KSCS Human Resources at [humanresources@kscskahnawake.ca](mailto:humanresources@kscskahnawake.ca). You must include a resume, letter of intent, along with your completed application form and required documents as specified within the application form. Full job descriptions are available at [www.kscs.ca](http://www.kscs.ca). Call 450-632-6880 for more info.

**Deadline to apply is:** No deadline.

<b>GENERAL INFORMATION</b>	
<b>Code:</b>	
<b>Job Title:</b>	<b>Team Leader of Technical Support Services</b>
<b>Department:</b>	Organizational Support Services
<b>Date of Job Description:</b>	October 2023
<b>Date of Revision:</b>	
<b>Job Reports To:</b>	Information Systems Manager

<b>JOB DESCRIPTION SUMMARY</b>
<p>Under the supervision of the Information Systems Manager (ISM), the Team Leader of Technical Support will be responsible for overseeing and managing the technical support department.</p> <p>The Team Leader of Technical Support with minimal direction, with respect to business objectives and organization philosophy, provides focused, tactical guidance to a group of staff. Combines fully qualified technical skills to contribute to the solution of moderately complex technical problems, with intermediate-level skill.</p> <p>The Team Leader of Technical Support directs the development and implementation of activities in area(s) of expertise to meet goals, service objectives and standards. Participates in the administration of budgets and may make budgetary recommendations and approve staff expenditures, develops schedules and manpower requirements for assigned areas. Selects, develops, and evaluates personnel to ensure the efficient operation of the function.</p> <p>The Technical Support Supervisor makes decisions/exercises judgment within policies &amp; contributes to the solution of complex technical problems. Alters approach or recommends broader procedural changes to improve effectiveness of group. Decisions may affect effectiveness of a program, services and its people.</p>

<b>CORE RESPONSIBILITIES AND DUTIES</b>	
<b>Core Responsibilities</b>	<b>Duties</b>
<p><b>Assists in the coordination of the service delivery plan of Technical Support Services.</b></p>	<ul style="list-style-type: none"> <li>➤ Provides input to the Manager/Management in the development of technical support services.</li> <li>➤ Evaluates service delivery regularly and reports the results to the IS Manager.</li> <li>➤ Coordinates and delegates work assignments of the Technical Support Team and follows-up on the progress of assignments.</li> <li>➤ Participates in the development of the budget for IT services with the IS Manager.</li> <li>➤ Regularly reviews and analyzes support processes and procedures to identify bottlenecks, inefficiencies, or areas for improvement.</li> <li>➤ Advises and recommends procedural changes to the Manager.</li> <li>➤ Implements process improvements to streamline workflows, reduce response times, and enhance the overall support experience of customers.</li> <li>➤ Encourages the team to propose and implement innovative solutions to common technical support challenges.</li> </ul>
<p><b>Provides supervision to the Technical Support Services Team</b></p>	<ul style="list-style-type: none"> <li>➤ Provides leadership and carries out supervisory responsibilities for the Technical Support Services team in accordance with the organization’s policies and applicable laws. Fosters collaborative work environment. <ul style="list-style-type: none"> <li>• Recruiting appropriate staff.</li> <li>• Resolving problems.</li> <li>• Addressing complaints.</li> <li>• Training employees.</li> <li>• Team-building activities.</li> <li>• Directing specific work.</li> <li>• Appraising performance.</li> </ul> </li> <li>• Recommending termination of employees when necessary.</li> <li>➤ Provides direction and guidance to the team in relation to KSCS Strategic Plan.</li> <li>➤ Coordinates, assigns work, and provides supervision and direction to the Technical Support Team.</li> <li>➤ Conducts yearly Performance Appraisals of the Human Resources team members.</li> <li>➤ Sets clear performance objectives and expectations for each team member, in alignment with the overall support department objectives.</li> <li>➤ Conducts regular team meetings and team building activities with staff.</li> <li>➤ Monitors and records work hours and approves timesheets; keeps record of employees’ vacation, sick leaves, and flexible hours.</li> <li>➤ Authority to approve Purchase Orders and Cash Disbursements up to \$1,000.</li> <li>➤ Carries out supervisory responsibilities in accordance with KSCS policies.</li> <li>➤ Identifies the training needs/needs assessment of support staff based on evolving technologies and customer requirements.</li> <li>➤ Capacity plans by monitoring workloads and anticipates resource needs to ensure that the team is adequately staffed during peak support periods.</li> <li>➤ Assists the Technical Support Team to provide technical support to all KSCS offices and services operating under KSCS.</li> <li>➤ Maintains an escalation and tracking system to allow the Technical Support Team to identify, track, monitor, and manage service requests to improve productivity.</li> </ul>

<b>Evaluates, documents, and analyzes data relative to the Technical Support Team.</b>	<ul style="list-style-type: none"> <li>➤ Oversees the creation and maintenance of a comprehensive knowledge base with solutions to common customer issues.</li> <li>➤ Establishes clear documentation standards to ensure that all support interactions are logged and categorized for reference and training purposes.</li> <li>➤ Analyzes Technical Support Team performance data to identify trends, areas for improvement, and opportunities for optimization.</li> <li>➤ Uses data to make informed decisions about resource allocation, process improvements and performance evaluations.</li> <li>➤ Maintains efficient documentation systems.</li> </ul>
<b>Performs any other job-related duties as may be required by the immediate Supervisor.</b>	

<b>COMMUNICATIONS</b>	
<b>Team Work:</b>	➤ Frequently requires a level of collaboration and cooperation to get work or projects complete.
<b>Advising:</b>	➤ Frequently provides information that must be understood and explained.
<b>Training:</b>	➤ Commonly provides training or giving information to stakeholders or clients.
<b>Leadership:</b>	➤ Commonly provides quantity and quality of leadership in relation to internal and external partners.

<b>ENVIRONMENTAL FACTORS</b>	
<b>Types of Schedule:</b>	➤ Regular work week, occasional flex required.
<b>Stress Factor:</b>	➤ Moderate stress (with some periods of high stress).
<b>Deadlines:</b>	➤ Some tight deadline (unplanned).
<b>Environment</b>	➤ Manipulates medium loads, 15-60 lbs, occasionally heavy loads.

<b>ACCOUNTABILITY</b>	
<ul style="list-style-type: none"> <li>➤ To provide services in a manner consistent with terms and conditions of the employment agreement, the personnel policies, standard operating procedures and directives.</li> <li>➤ To provide efficient and on time service and support to the staff and management of KSCS.</li> <li>➤ To ensure the effective and efficient integration of systems and sharing of departmental information.</li> <li>➤ To support the Manager of IS in maintaining the operations of the Information Systems with accuracy.</li> <li>➤ To provide accurate and on-time technical support and general advice to end-users through the allocation of human resources.</li> <li>➤ To ensure the comprehensive, effective and efficient support to the servers and networks.</li> <li>➤ To maintain confidentiality practices.</li> </ul>	

<b>QUALIFICATIONS</b>	
<b>Education and Experience</b>	<ul style="list-style-type: none"> <li>➤ Bachelor's Degree in IS Technology or related field one (1) to three (3) years experience.</li> <li>➤ CEGEP and/or vocational diploma in a computer discipline with three (3) to less than five (5) years of experience.</li> <li>➤ Minimum High School diploma with five (5) to less than ten (10) years related work experience.</li> </ul>
<b>Skills and Requirements</b>	<ul style="list-style-type: none"> <li>➤ Knowledge of PC hardware, Microsoft operating systems and Microsoft Office software.</li> <li>➤ Knowledge of Windows Active Directory.</li> <li>➤ Knowledge of Microsoft Office 365.</li> <li>➤ Working knowledge of computer networks and TCP/IP protocols.</li> <li>➤ Excellent problem-solving, analytical skills, focused decision-making and open to challenges.</li> <li>➤ Strong work ethic.</li> <li>➤ Ability to multitask and work under pressure.</li> <li>➤ Working knowledge of website maintenance and support.</li> <li>➤ Working knowledge of Linux.</li> <li>➤ Super User in Microsoft Office.</li> <li>➤ Valid driver's license and access to a vehicle are a requirement.</li> <li>➤ Ability to deal with moderate to high stress.</li> <li>➤ Willingness to work some overtime on evenings and weekends.</li> <li>➤ Lifestyle must reflect that of a positive role model.</li> </ul>
<b>Assets</b>	➤ Knowledge of Kanien'keha language.

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**Immediate Supervisor**

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**Incumbent**

\_\_\_\_\_  
**Date**