

Nipissing University

JOB DESCRIPTION

JOB TITLE:	FASS Technician
DEPARTMENT:	Faculty and Administrative Support Services (FASS)/ University Technology Services (UTS)
CLASSIFICATION:	Technician D
WAGE GRADE:	WG 60
EMPLOYMENT DEFINITION (STATUS):	Full-time Support
SUPERVISOR:	Manager, Client Services

SUMMARY OF FUNCTIONS:

Reporting to the Manager, Client Services the FASS Technician will be responsible for ensuring the timely and accurate provision of all services offered through the Faculty and Administrative Support Services (FASS) department. Services include providing a wide variety of administrative support, graphic design, telecommunications services, copyright compliance, web support, exam processing and scanning services. The FASS Technician is responsible for maintaining a high level of confidentiality and a professional demeanor in a customer service-oriented environment in which high quality control standards are adhered to. The FASS Technician will interact frequently with faculty and staff from all departments, as well as other universities, external organizations, and vendors.

DUTIES & RESPONSIBILITIES:

Telecommunications

(20%)

- Monitor the Telecommunication's email account
- Maintain inventory of available desk phones, mobile phones and accessories
- Liaise with Human Resources, Facilities, and Technology Services to coordinate set-up for new hires
- Track phone extensions and jack numbers throughout the university
- Assign phone extensions to new hires or to staff/faculty as requested with specialized software
- Track locations of PLIDs for digital phone system and MAC addresses for IP phones being used
- Program digital and IP phones with user names, hotkeys, voicemail, and duress
- Provide instructions to staff and faculty on the use of various types of phones and create hotkey templates, when applicable
- Override voicemail locks and passcodes using specialized software, as required
- Update and maintain university auto-attendant greetings and departmental transfer tree
- Apply override messages to university main menu greeting, as required
- Maintain ER (911) Advisor with up-to-date employee office locations in the event of an emergency
- Maintain a clear understanding and provide guidance, as required, of the mobile device contract and policy
- In conjunction with the Procurement Specialist, develop new business cases relating to telephone services for approval by senior management
- Liaise with telephone service vendors to identify university cost savings
- Liaise with telephone service technicians to request service and submit tickets
- Provide staff and faculty with the Mobile Device Request Form and submit completed forms to the VP Finance & Administration's office for approval

- Order new mobile devices from mobile service providers, when required
- Provide staff and faculty with repair quotes from local mobile device repair shops, as required
- Track mobile long-distance usage, notify users of excessive usage and request remittance of payment to the Finance Office
- Send monthly mobile bill amounts and detailed invoice pages to employees on leave and the Finance Office for reimbursement to the university

Graphic Design

(20%)

- Work closely with faculty and staff to create internal materials requiring graphic design software, while adhering to Nipissing University standards (signage, posters, brochures, conference and course material, booklets etc.)
- Liaise with Print Plus to ensure timelines are met and designs are supported by Print Plus equipment including size, material, colour capabilities and finishing options
- Ensure up-to-date knowledge of design software through hands-on use
- Act as Tier 1 graphic design support for External Relations and Advancement (ERA) and ensure compatibility with ERA software
- Using templates provided by ERA, create and update promotional materials for various departments
- Create materials for external clients, including students and outside organizations, while establishing external pricing in consultation with the Manager
- Create various templates such as name tags, desk name plates, door plaques, etc. for internal use
- Establish reasonable timelines and ensure they are met through all stages of production, including final printing
- Advise clients on the best type of product for printing their document
- Liaise with Technical Services Coordinator to order appropriate products and materials required to fill requests
- Create designs to be produced on dye sublimateable materials (i.e., tshirts, mugs, phone cases, hats, photo plaques, ornaments, etc.)
- Design large display pieces for installation around the University and update them consistently year after year (i.e., Dave Marshall Leadership Awards, Elijah Tupling Awards, Alumni Awards, Donor Awards, etc.)
- Consult with clients for their design and print needs. Take accurate measurements of spaces, if necessary
- Update university floor plans and emergency maps at request of Facilities
- Assist with installations of signage and display pieces around campus, if necessary

Administrative Support

(15%)

- Create, edit and format documents such as business cards, correspondence, tests, midterms, curriculum vitae, assignments, course outlines, workshop materials, conference materials, notepads, certificates, booklets, labels, fillable forms, mail merges and manuscript materials
- Communicate with clients to clarify details of initial requests, provide options, negotiate timelines, provide status reports and final follow-up, and verify accuracy and completeness of final product
- Update and format daytimers with current calendar dates and Nipissing University specific events as per Academic Calendar, and track all daytimer sales to estimate future production needs
- Work with faculty and support staff to troubleshoot general user difficulties and instruct them on the use of standard and production software packages
- Use specialized software, track printed materials, create invoices/reports and track revenues for all internal and external clients.
- Attend faculty departmental meetings in order to document meeting minutes; transcribe and format minutes to submit to respective departmental Chairs in a timely manner
- Assist with faculty candidate interview scheduling and travel arrangements as required
- Create faculty grade spreadsheets with appropriate formulas to auto-calculate grades
- Provide basic information to students, staff, faculty and general public and direct them to the appropriate contacts or services
- Assist in Print Plus when able, during peak periods by providing software and print support, taking print orders, making recommendations, advising on material available in stock and for order, and processing payments

- Format tests for Respondus to be administered through Blackboard and liaise with appropriate Learning Systems Technologist
- Format documents with specialized software to print in Braille (course syllabi, business cards, etc.)

Exam Processing

(15%)

- Follow established procedures and submission timelines developed by FASS, the Registrar's Office and the Dean of Teaching Office to ensure timely and accurate processing of exams
- Prepare and distribute exam procedures to professors/instructors
- Track the receipt and processing of final exams using a detailed electronic spreadsheet that includes submission deadlines, work-in-progress details, date completed and printing details
- Review spreadsheet and contact professors/instructors for delinquent exams; escalate to respective Chair or Dean, if required
- Edit and format final exams using the standard University final exam template or Respondus formatting template while receiving final approval from faculty prior to distribution
- Provide exams to Accessibility Services, as required, in PDF or specialized printing format
- Maintain strict quality control and confidentiality standards

Copyright

(10%)

- Meet regularly with internal stakeholders to discuss current fair dealing guidelines as well as Canadian copyright laws as they pertain to University usage
- Follow Nipissing University's fair dealing guidelines and use best judgement to determine if copyrighted materials can be used
- Read and interpret terms of use and copyright conditions for various online sources
- Assist faculty and staff with any inquiries they may have regarding copyright and research copyright for materials upon request
- Search through library holdings to determine material available through paid subscriptions
- Analyze and track all course material packages submitted to FASS and Print Plus to ensure compliance with Canadian copyright laws and Nipissing University's fair dealing guidelines
- Work closely with Print Plus to coordinate copyright compliance between the two departments and act as consultation for incoming print requests
- Request special permissions for use of materials using various sources (websites, publishers, universities, etc.) and purchase copyright permissions, as required
- Adjust copyright permission quantities as required based on enrollment reports and/or sales of materials, and submit invoice to appropriate Manager or department for approval

Website Support

(10%)

- Provide Tier 1 support for departmental web pages and escalate to ERA when appropriate
- Update faculty and staff profile page content and pictures as requested
- Add, delete and update faculty and staff on the Employee Directory, as requested by Human Resources on the specified date
- Update the Employee Directory with appropriate telephone extensions, email addresses, and office locations
- Using specialized software set-up online registration/payments for events/conferences including set-up of workshop options as per client specifications
- Inform the Finance Department of all online registration events to ensure the appropriate accounts are set up and liaise with them to complete refunds

Scanning Services

(10%)

- Track, log and scan multiple choice test answer sheets using specialized software in a time sensitive manner; produce detailed, professional reports for faculty using scoring software

- Track, log and scan on campus course evaluation questionnaires for various Dean’s offices using specialized scanning equipment and evaluation software
- Process data for on-campus course evaluation questionnaires through Ellucian and inform appropriate department support when reports are ready
- Ensure accurate data codes are filled out on identifying header sheets for on campus course evaluation questionnaires
- Maintain strict confidentiality standards for both multiple choice tests and course evaluation questionnaires
- Process and track online and blended learning course evaluation questionnaires through Blackboard to produce separate reports for instructors and the Dean’s Offices

Any other duties as assigned

QUALIFICATIONS:

Education: Two year diploma in administrative studies from a recognized college

Training and/or experience may be substituted for formal academic training at the discretion of the University

Training, Experience, Knowledge & Skills Required:

- Minimum of one year of relevant work experience
- Solid understanding of copyright legislation and fair dealing laws
- General understanding of standard design and aesthetic concepts
- Proficient in the following software’s; Windows Operation System, Microsoft Office Suite, Adobe Creative Cloud Site, Remark and Blackboard
- Basic knowledge in website design, development, and modification techniques as well as online event registration
- Experience in a high volume office setting
- Experience in customer service
- Ability to work independently or in a team environment with minimum supervision
- Strong communication skills (oral and written)
- Excellent proofing skills and attention to detail
- Ability to prioritize work while dealing with multiple and conflicting demands, distractions and interruptions
- Excellent organizational skills
- Ability to maintain confidentiality

RELATIONSHIPS/CONTACTS

Supervised by: Manager, Client Services

Internal Contacts: Faculty, Staff, and Students

External Contacts:

- General public
- University and College bookstore
- Vendors
- Peers from other universities
- Government agencies
- Publishers

MATERIALS UTILIZED:

- General Office Equipment
- Multifunction devices (scanner/fax/printer/copier)

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS

- Light to moderate demands
- Sitting, Standing, Walking
- Visual and mental concentration
- Frequent interruptions

I have read my position description and it has been reviewed with my supervisor. I understand what my duties and functions are, and I will carry out all of my responsibilities as herein described.

Employee Name (please print)

Employee Signature

Date

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Approvals

Supervisor

Date

Director, Human Resources

Date