

Nipissing University

JOB DESCRIPTION

JOB TITLE:	Client Services Technologist
DEPARTMENT:	University Technology Services
CLASSIFICATION:	Technologist B
WAGE GRADE:	WG 70
EMPLOYMENT DEFINITION:	Full-time Support
SUPERVISOR:	Manager, Client Services
DATE CREATED/REVISED:	September 2025

SUMMARY OF FUNCTIONS:

Reporting to the Manager, Client Services, the Client Services Technologist plays a key role in supporting end-user technology across the institution. This includes responding to service requests, resolving technical issues, and providing guidance to Help Desk staff where needed. The role also supports account provisioning, software deployment, and hardware recommendations and contributes to ongoing service improvements through documentation, training, and collaboration. The Technologist helps maintain secure and up-to-date workstations, supports classroom and event technology, and ensures the consistent operation of AV and conferencing tools. The Technologist will also provide backup support for AV services, helping to maintain continuity across academic and administrative settings.

DUTIES AND RESPONSIBILITIES:

End User Technical Support (55%)

- Monitor assigned ticket queues and ensure tickets are assigned and resolved within service level agreements (SLAs)
- Provide general support and troubleshooting for end-user systems, including hardware, software, and basic network-related issues, to ensure reliable day-to-day operations
- Apply technical troubleshooting procedures and research skills to analyze, resolve and escalate issues accurately
- Provide technical support across multiple operating environments, ensuring compatibility, issue resolution, and user assistance across platforms
- Identify trends and recurring issues in Client Services requests and collaborate with management to implement proactive solutions
- Provide advanced support and act as a technical escalation point for the frontline Help Desk team
- Support the infrastructure team in maintaining print solutions, including servers, release stations, and related devices; troubleshoot printer issues and coordinate with vendors as needed
- Create and maintain end-user and internal technical documentation, including knowledge base articles and standard operating procedures
- Actively participate in a range of departmental and cross-functional meetings to support the advancement of operations and service delivery
- Assist in the training and onboarding of new Help Desk employees, ensuring they are familiar with applicable processes and tools
- Foster collaboration between Client Services and other UTS units to facilitate start-to-finish resolution of technical issues
- Collaborate with the Manager, Client Services and Client Services Coordinator, providing regular updates and recommendations to improve services

- Use Privileged Access Workstation (PAW) for performing administrative tasks securely, in accordance with institutional cybersecurity protocols and access control policies

End User Systems Provisioning and Lifecycle Support

(15%)

- Facilitate the creation and maintenance of employee user accounts, ensuring accurate onboarding and offboarding through established institutional workflows
- Package and install software on the institutional software portal for deployment on end-user computers
- Lead or contribute to a variety of projects in collaboration with other UTS teams, depending on scope and area of expertise
- Research and recommend computer configurations tailored to institutional needs, including standard leased models and specialized one-off systems (e.g., for faculty research)
- Collaborate with the Technology Services Coordinator, to ensure compliance with end-user software licensing requirements, including proper deployment and usage tracking through institutional and vendor systems
- Support employee onboarding by guiding new hires through the university's core technological systems and services, ensuring a smooth transition into their digital work environment

Desktop Vulnerability Management

(15%)

- Utilize Endpoint Detection and Response (EDR) solution to access vulnerability data to support remediation efforts across employee workstations
- Actively participate in regular desktop vulnerability meetings run by the IT Security Team
- Remediate desktop vulnerabilities virtually by installing and pushing out updates and new versions via the institutional software portal
- Arrange one on one sessions with clients to remediate vulnerabilities on their computer.
- Educate clients to help them understand cybersecurity risks posed by unmanaged, unpatched computers

Classroom and event AV support

(15%)

- Respond to in-classroom AV support requests, delivering timely troubleshooting and technical assistance during instructional and non-instructional periods
- Provide classroom AV setup and maintenance under the guidance of the Interactive Video Technologist, assisting with routine installations and configuration tasks
- Provide backup support for AV services, helping to maintain continuity across academic and administrative settings
- Support online conferencing and live streaming for events of varying scale, ranging from routine meetings to major campus functions such as convocation, assisting the Interactive Video Technologist as required
- Package and deploy software to build and maintain standardized workstation images, ensuring consistent and reliable computing environments across on-premises labs, virtual labs, classrooms, research and library spaces

Other duties as assigned.

QUALIFICATIONS:

Education: A two-year community college diploma, specializing in computer technology.

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

Training, Experience, Knowledge & Skills Required:

- Two to three years of relevant IT experience
- Proven experience in supporting computer hardware, software, and related technologies
- Experience supporting AV and conferencing tools (e.g., Zoom, MS Teams, classroom technologies)
- Familiarity with service desk environments, ticketing systems, and escalation procedures
- Strong organizational skills and problem-solving skills with the ability to research, prioritize and resolve issues across diverse service areas
- Excellent customer service, communication, and interpersonal skills with the ability to explain technical issues to non-technical users
- Ability to handle confidential information with discretion
- Ability to work independently or collaboratively in a dynamic environment
- Commitment to ongoing learning and continuous improvement in the use of technological solutions

RELATIONSHIPS/CONTACTS:

Supervised by: Manager, Client Services

Internal Contacts: Students, Faculty, Staff

External Contacts:

- Vendors,
- Service Providers,
- External Clients,
- Peers and Peer Organizations

MATERIALS UTILIZED:

- Computer hardware and software
- Windows, Mac, iOS, Android
- Microsoft 365 environment
- Privileged Access Workstation (PAW)
- AI tools
- Mobile devices
- Printer
- Technical online resources
- Audio visual and video conferencing equipment
- Ladders

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS

- Maintain focus under pressure and frequent interruptions.
- Perform physical tasks: walking throughout campus, sitting, bending, crawling, reaching, and climbing.
- Occasional working at heights using a ladder.
- Lifting and moving computer equipment.
- Shifting priorities.

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

Human Resources

Date