

Benchmark Title	Network Operator
Group	[5] Technical
Sub-Group	(a) I.T. Services
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 7) [Job Code 287901] . Supervision Level 4 or 5 (Pay Grade 8) [Job Code 287902] <hr/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 2, 3, 4, or 5 (Pay Grade 8) [Job Code 287902]
Scope & Level Definition	Jobs at this level monitor University networks and systems, and respond to problems by investigating, diagnosing, troubleshooting, and taking appropriate action.
Sample Duties at this Level	<ul style="list-style-type: none"> . Monitors networks and servers, including UBC mission critical servers, and related power and cooling systems . Responds to alarms and provides first and/or second level diagnosis of hardware, software, and network problems . Escalates problems to senior operator for further action, and contacts system or vendor support personnel as required . Carries out incident resolution processes such as incident detection and recording, investigation and diagnosis, resolution and recovery, incident closure, and process review and monitoring . Provides trend analysis of trouble tickets and contacts appropriate support group for further problem resolution to minimize the adverse effects of incidents and problems caused by errors, and to prevent recurrence of incidents . Initiates the execution of tasks and backup jobs through backup scripts and manual processes . Provide service outage notification to various websites . Updates and ensures currency of Operator Documentation (online and paper based manuals) . Maintains security and availability of tape library by conducting backup and storage procedures . Ensures physical security and data confidentiality requirements are met in I.T. workspace, including, access control cards, and physical keys to secure sites . Implements security-related procedures such as alarm opening and closing routines, recognition of duress signals and alarm controls . Ensures onsite peripheral equipment is regularly maintained, and ensures media drives are cleaned to prevent errors on tapes . Acts an emergency point of contact (e.g., after hours point of contact for mission critical phone numbers, point of contact when campus security phone line goes down) . Performs batch printing for administrative units on campus (e.g., HR, Finance, Registrar), such as T4s and pay advice
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High school graduation, plus two years of formal training, plus four years of related experience <p>OR</p> <ul style="list-style-type: none"> . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works independently under general supervision . Work is performed in accordance with established procedures and accepted practices involving freedom to select which methods are applicable in any given situation . Job tasks are generally standardized with ability to choose action within limits defined by standard/accepted data, information and procedures . Organization of work to accomplish goals is expected

Benchmark Title	Network Operator
Group	[5] Technical
Sub-Group	(a) I.T. Services
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties cover work of an advanced technical and/or analytical nature . Frequently resolves complex problems in specialized areas, including for other staff . Uses initiative, interpretation, and/or ingenuity to develop, implement, and evaluate innovative procedures, practices, standards, specifications, services, or projects
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <ul style="list-style-type: none"> [1] Is not required to supervise; may explain work procedures to new or inexperienced staff [2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers [4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers [5] Supervises more than two (2.0) FTE ongoing, permanent staff members
Interpersonal Skills	<p>Considerable interpersonal skills are required</p> <ul style="list-style-type: none"> . Builds rapport and defuses tense situations with people who may be difficult or challenging . Actively listens, and probes for information to clarify requests . Uses tact and discretion when discussing problems and eliciting sensitive or confidential information . Provides interpretation of a routine to moderately complex nature . Makes informal demonstrations or presentations in areas of expertise
Working Conditions	<ul style="list-style-type: none"> . Continuous exposure to minor disagreeable conditions . Work pressures, peak periods, multiple demands, deadlines or interruptions severely impact task completion ability
Physical and Sensory Effort	<ul style="list-style-type: none"> . Significant fatigue results from the requirement for extra attentiveness for performance of most tasks, which are complex and/or lengthy, and/or for which maintenance of accuracy is critical and challenging . The incumbent often does not have the freedom to change tasks because one or more task must be completed within a critical time frame, and/or because the incumbent alone must complete key parts of processes
	<p>This benchmark is for classification purposes only, and is not a job description. Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.</p>

Benchmark Title	Senior Network Operator
Group	[5] Technical
Sub-Group	(a) I.T. Services
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 8) [Job Code 288001] . Supervision Level 4 or 5 (Pay Grade 9) [Job Code 288002] <hr style="border-top: 1px dashed black;"/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 2, 3, or 4 (Pay Grade 9) [Job Code 288002] . Second Language required, plus Supervision Level 5 (Pay Grade 10) [Job Code 288003]
Scope & Level Definition	Jobs at this level are shift supervisors who oversee the monitoring of University networks and systems, resolve complex problems, assist with planning, and provide employee training.
Sample Duties at this Level	<ul style="list-style-type: none"> . Oversees shift operations as a shift supervisor . Plans work flow . Troubleshoots and resolves complex technical problems that cannot be resolved by subordinate employees . Identifies, plans, and implements operational improvements, new services, and process improvements . Performs Network Operations Analyst duties, such as monitoring networks and servers, including UBC mission critical servers, and related power and cooling systems, responding to alarms, and diagnosing hardware, software, and network problems
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High school graduation, plus two years of formal training, plus five years of related experience OR <ul style="list-style-type: none"> . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works independently under minimal supervision . Work is performed in accordance with broadly established procedures and practices requiring initiative to plan and complete recurring assignments independently, and judgement to determine which of many methods are applicable in any given situation . There are a variety of job tasks requiring ongoing prioritization . Responsibilities and work situations are broader in scope, with limited opportunity for standardized solutions
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties cover work of an advanced technical and/or analytical nature . Frequently resolves complex problems in specialized areas, including for other staff . Uses initiative, interpretation, and/or ingenuity to develop, implement, and evaluate innovative procedures, practices, standards, specifications, services, or projects

Benchmark Title	Senior Network Operator
Group	[5] Technical
Sub-Group	(a) I.T. Services
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
Interpersonal Skills	<p>Considerable interpersonal skills are required</p> <ul style="list-style-type: none"> . Builds rapport and defuses tense situations with people who may be difficult or challenging . Actively listens, and probes for information to clarify requests . Uses tact and discretion when discussing problems and eliciting sensitive or confidential information . Provides interpretation of a routine to moderately complex nature . Makes informal demonstrations or presentations in areas of expertise
Working Conditions	<ul style="list-style-type: none"> . Continuous exposure to minor disagreeable conditions . Work pressures, peak periods, multiple demands, deadlines or interruptions severely impact task completion ability
Physical and Sensory Effort	<ul style="list-style-type: none"> . Significant fatigue results from the requirement for extra attentiveness for performance of most tasks, which are complex and/or lengthy, and/or for which maintenance of accuracy is critical and challenging . The incumbent often does not have the freedom to change tasks because one or more task must be completed within a critical time frame, and/or because the incumbent alone must complete key parts of processes
	<p>This benchmark is for classification purposes only, and is not a job description. Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.</p>

Benchmark Title	Web Assistant
Group	[5] Technical
Sub-Group	(a) I.T. Services
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 7) [Job Code 288101] . Supervision Level 4 or 5 (Pay Grade 8) [Job Code 288102] <hr/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 3, 4, or 5 (Pay Grade 8) [Job Code 288102]
Scope & Level Definition	Jobs at this level set up and maintain web sites, including content, coding, and graphics, utilizing standard software and web designing tools. Provides assistance and support to users in the application of standard software, and with the resolution of operational problems with software, hardware, and networks.
Sample Duties at this Level	<ul style="list-style-type: none"> . Creates web pages including content, coding, graphics, and design in accordance with department priorities and direction . Creates web graphics using graphics authoring and conversion programs . Maintains web pages by performing duties such as updating web pages, converting existing publications to web publications, checking links and graphical elements for functionality, and redesigning publications for consistency . Acts as a resource for staff on web-related issues, such as advice on web page design and related guidelines, and technical assistance on authoring and conversion procedures . Compiles, reviews, analyzes, reports on, and provides recommendations pertaining to web site usage statistics . Prepares and issues documentation such as bulletins to users regarding the use and operation of computer equipment and online systems, and broadcast messages to inform users of system status . Assists with the technical maintenance of department computers, such as installing and testing new hardware and software, and troubleshooting hardware, software, printer, and network problems . Liaises with appropriate resources to acquire information and resolve problems
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High school graduation, plus two years of post secondary education, plus four years of related experience OR <ul style="list-style-type: none"> . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works independently under minimal supervision . Work is performed in accordance with broadly established procedures and practices requiring initiative to plan and complete recurring assignments independently, and judgement to determine which of many methods are applicable in any given situation . There are a variety of job tasks requiring ongoing prioritization . Responsibilities and work situations are broader in scope, with limited opportunity for standardized solutions
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties cover work of an intermediate technical and/or analytical nature . Uses initiative, interpretation, and/or ingenuity to identify potential or actual problems, investigate causes, and resolve problems . Frequently resolves moderately complex problems, and occasionally resolves complex problems, in specialized areas, including for other staff . Ideas developed result in moderate changes to existing procedures, practices, standards, specifications, services, or projects

Benchmark Title	Web Assistant
Group	[5] Technical
Sub-Group	(a) I.T. Services
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
Interpersonal Skills	<p>Considerable interpersonal skills are required</p> <ul style="list-style-type: none"> . Builds rapport and defuses tense situations with people who may be difficult or challenging . Actively listens, and probes for information to clarify requests . Uses tact and discretion when discussing problems and eliciting sensitive or confidential information . Provides interpretation of a routine to moderately complex nature . Makes informal demonstrations or presentations in areas of expertise
Working Conditions	<ul style="list-style-type: none"> . Work pressures, peak periods, multiple demands, deadlines or interruptions moderately impact task completion ability
Physical and Sensory Effort	<ul style="list-style-type: none"> . Significant fatigue results from the requirement for extra attentiveness for performance of most tasks, which are complex and/or lengthy, and/or for which maintenance of accuracy is critical and challenging . The incumbent often does not have the freedom to change tasks because one or more task must be completed within a critical time frame, and/or because the incumbent alone must complete key parts of processes
	<p>This benchmark is for classification purposes only, and is not a job description. Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.</p>

Benchmark Title	Customer Services Representative, I.T. Service Centre
Group	[5] Technical
Sub-Group	(a) I.T. Services
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 4) [Job Code 288201] . Supervision Level 5 (Pay Grade 5) [Job Code 288202] <hr/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 3, 4, or 5 (Pay Grade 5) [Job Code 288202]
Scope & Level Definition	Job at this level provides front-line customer service, training, and support, via telephone, email, and in person, for the University campus on a variety of I.T. data and voice products and services such as Campus Wide Login (CWL), Interchange email and internet services, software site-licensing, ResTel, Trouble Calls, UBC Faculty and Administrative Directory, and I.T. Information Line.
Sample Duties at this Level	<ul style="list-style-type: none"> . Receives and processes work orders for voice and data service installations, changes, and cancellations using applicable software . Responds to customer inquiries on billing and usage problems . Provides troubleshooting for a variety of voice and data services, such as Admintel, ResTel, and campus-wide login (CWL) . Creates, maintains, and troubleshoots Interchange accounts for departments and new staff members . Coordinates site licenses for multiple software products by performing duties such as processing purchase requests, troubleshooting, and providing licensing and basic installation support . Provides technical support and training to departments in setting up, maintaining, and troubleshooting the online faculty and administrative directory . Generates and handles monthly voice account and service reports by performing duties such as calculating interest on service deposits, correcting address errors, following up on overdue accounts and declined credit card payments, and correcting billing errors . Participates in special projects such as annual anti-virus renewal, web hosting decommissioning, and testing applications for quality assurance
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High school graduation, plus one year of post secondary education, plus two years of related experience OR <ul style="list-style-type: none"> . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works independently under general supervision . Work is performed in accordance with established procedures and accepted practices involving freedom to select which methods are applicable in any given situation . Job tasks are generally standardized with ability to choose action within limits defined by standard/accepted data, information and procedures . Organization of work to accomplish goals is expected
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties cover work of a minor interpretive and/or technical and/or analytical nature . Compiles, manipulates, and performs calculations on data . Compiles, interprets, and evaluates information to occasionally resolve moderately complex problems . Ideas developed result in minor changes to existing procedures, practices, standards, specifications, services, or projects

Benchmark Title	Customer Services Representative, I.T. Service Centre
Group	[5] Technical
Sub-Group	(a) I.T. Services
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
Interpersonal Skills	<p>Considerable interpersonal skills are required</p> <ul style="list-style-type: none"> . Builds rapport and defuses tense situations with people who may be difficult or challenging . Actively listens, and probes for information to clarify requests . Uses tact and discretion when discussing problems and eliciting sensitive or confidential information . Provides interpretation of a routine to moderately complex nature . Makes informal demonstrations or presentations in areas of expertise
Working Conditions	<ul style="list-style-type: none"> . Occasional exposure to minor disagreeable conditions, such as dealing with upset or difficult clients . Interruptions are an expected part of the work, and reprioritization and/or rescheduling of tasks is required for work completion
Physical and Sensory Effort	<ul style="list-style-type: none"> . Minor fatigue results from the requirement for extra attentiveness for performance of some detailed tasks requiring consistency and accuracy . The incumbent may change to alternative tasks requiring less sensory effort
	<p>This benchmark is for classification purposes only, and is not a job description. Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.</p>

Benchmark Title	Assistant Voice Services Representative
Group	[5] Technical
Sub-Group	(a) I.T. Services
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 4) [Job Code 288301] . Supervision Level 3, 4, or 5 (Pay Grade 5) [Job Code 288302] <hr style="border-top: 1px dashed black;"/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 2, 3, or 4 (Pay Grade 5) [Job Code 288302] . Second Language required, plus Supervision Level 5 (Pay Grade 6) [Job Code 288303]
Scope & Level Definition	Jobs at this level assist in meeting customers' business voice service requirements by receiving and processing requests, scheduling work for Voice Service Advisors and Installers, and managing customer accounts. Provides first level trouble shooting of telephone trouble calls.
Sample Duties at this Level	<ul style="list-style-type: none"> . Interacts with customers regarding voice services (i.e., Admintel) . Provides account management services such as updating account names, and updating speedcharts being billed . Schedules work for Installers and Service Advisors based on work orders and work flow . Determines estimated completion dates . Sets up billing for orders, both one-time and monthly charges . Creates and maintains detailed documentation on policies and procedures for voice services . Investigates and follows up on inquiries about status of work orders . Liaises with Telus on issues such as connecting and disconnecting pagers, 800 services, and turning on phone numbers . Provides some troubleshooting for existing orders
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High school graduation, plus one year of post secondary education, plus three years of related experience OR <ul style="list-style-type: none"> . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works independently under general supervision . Work is performed in accordance with established procedures and accepted practices involving freedom to select which methods are applicable in any given situation . Job tasks are generally standardized with ability to choose action within limits defined by standard/accepted data, information and procedures . Organization of work to accomplish goals is expected
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties cover work of a minor interpretive and/or technical and/or analytical nature . Compiles, manipulates, and performs calculations on data . Compiles, interprets, and evaluates information to occasionally resolve moderately complex problems . Ideas developed result in minor changes to existing procedures, practices, standards, specifications, services, or projects

Benchmark Title	Assistant Voice Services Representative
Group	[5] Technical
Sub-Group	(a) I.T. Services
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
Interpersonal Skills	<p>Considerable interpersonal skills are required</p> <ul style="list-style-type: none"> . Builds rapport and defuses tense situations with people who may be difficult or challenging . Actively listens, and probes for information to clarify requests . Uses tact and discretion when discussing problems and eliciting sensitive or confidential information . Provides interpretation of a routine to moderately complex nature . Makes informal demonstrations or presentations in areas of expertise
Working Conditions	<ul style="list-style-type: none"> . Occasional exposure to minor disagreeable conditions, such as dealing with upset or difficult clients . Interruptions are an expected part of the work, and reprioritization and/or rescheduling of tasks is required for work completion
Physical and Sensory Effort	<ul style="list-style-type: none"> . Minor fatigue results from the requirement for extra attentiveness for performance of some detailed tasks requiring consistency and accuracy . The incumbent may change to alternative tasks requiring less sensory effort
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Benchmark Title	Team Lead
Group	[5] Technical
Sub-Group	(a) I.T. Services
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 6) [Job Code 288401] . Supervision Level 5 (Pay Grade 7) [Job Code 288402] <hr style="border-top: 1px dashed black;"/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 3, 4, or 5 (Pay Grade 7) [Job Code 288402]
Scope & Level Definition	<ul style="list-style-type: none"> . Job at this level oversees a team of representatives, leading and directing the work, and ensuring maintenance of service standards.
Sample Duties at this Level	<ul style="list-style-type: none"> . Coordinates the work flow of a team of customer service, directory, and help desk representatives by performing duties such as analyzing and evaluating statistics, forecasting demand for service, and scheduling . Ensures team compliance to standards based on established policies and procedures by monitoring and evaluating the quality of service provided, identifying areas for improvement, following up, and coaching staff . Provides support to front-line staff in the areas of trouble resolution and complaint escalation, resolving escalated customer complaints as required . Assists with the implementation of new initiatives by working with staff to incorporate into daily work routines . Creates reports and compiles statistics on service centre performance . Assists in documentation of employee work hours for payroll purposes
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High school graduation, plus one year of post secondary education, plus three years of related experience OR <ul style="list-style-type: none"> . An equivalent combination of education and experience
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works independently under minimal supervision . Work is performed in accordance with broadly established procedures and practices requiring initiative to plan and complete recurring assignments independently, and judgement to determine which of many methods are applicable in any given situation . There are a variety of job tasks requiring ongoing prioritization . Responsibilities and work situations are broader in scope, with limited opportunity for standardized solutions
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties cover work of an intermediate technical and/or analytical nature . Uses initiative, interpretation, and/or ingenuity to identify potential or actual problems, investigate causes, and resolve problems . Frequently resolves moderately complex problems, and occasionally resolves complex problems, in specialized areas, including for other staff . Ideas developed result in moderate changes to existing procedures, practices, standards, specifications, services, or projects

Benchmark Title	Team Lead
Group	[5] Technical
Sub-Group	(a) I.T. Services
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <p>[1] Is not required to supervise; may explain work procedures to new or inexperienced staff</p> <p>[2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff</p> <p>[3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers</p> <p>[4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers</p> <p>[5] Supervises more than two (2.0) FTE ongoing, permanent staff members</p>
Interpersonal Skills	<p>Considerable interpersonal skills are required</p> <ul style="list-style-type: none"> . Builds rapport and defuses tense situations with people who may be difficult or challenging . Actively listens, and probes for information to clarify requests . Uses tact and discretion when discussing problems and eliciting sensitive or confidential information . Provides interpretation of a routine to moderately complex nature . Makes informal demonstrations or presentations in areas of expertise
Working Conditions	. Work pressures, peak periods, multiple demands, and interruptions moderately impact task completion ability
Physical and Sensory Effort	<ul style="list-style-type: none"> . Moderate fatigue is caused by the requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy . The incumbent may change tasks, but most tasks have similar sensory demands
	<p>This benchmark is for classification purposes only, and is not a job description. Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.</p>

Benchmark Title	Voice Services Representative
Group	[5] Technical
Sub-Group	(a) I.T. Services
BM Pay Grade & Job Code	<ul style="list-style-type: none"> . Base Level (Pay Grade 7) [Job Code 288501] . Supervision Level 3, 4, or 5 (Pay Grade 8) [Job Code 288502] <hr/> <ul style="list-style-type: none"> . Second Language required, plus Supervision Level 2, 3, or 4 (Pay Grade 8) [Job Code 288502] . Second Language required, plus Supervision Level 5 (Pay Grade 9) [Job Code 288503]
Scope & Level Definition	Jobs at this level provide telecommunications support, consulting extensively with customers regarding business voice service requirements, and planning and implementing solutions, including accessing and programming PBX switches.
Sample Duties at this Level	<ul style="list-style-type: none"> . Activates, operates, and programs telecommunications equipment by direct access to telephony network switches using telecommunications equipment . Modifies existing telecommunications applications by identifying user requirements, creating auto-attendant menus, and programming options and features by creating and altering appropriate alphanumeric codes and commands . Assesses user requirements through customer interviews, analyzes available technical solutions, and configures solutions for customers . Programs and sets parameters on PBXs and switches that enable end user telephony communications . Determines user requirements and the systems and equipment that will best meet these requirements in consideration of current capacity and university standards, and makes recommendations . Implements, configures, modifies and tests telecommunication equipment such as desksets and add-on modules such as application software, headsets, and pagers . Arranges and configures for moves, additions, and changes to telecommunications systems by determining required technician services, contacting appropriate vendors, and preparing and processing required paperwork . Provides second level troubleshooting support for telecommunications equipment by identifying the source of problems and taking corrective action . Provides user training on features and functions of telecommunications systems and services, and prepares instructional materials and user training manuals . Creates and maintains documentation on systems, processes, policies and features . Participates in internal department projects such as system upgrades and technology changes . Configures mission critical phone number system . Assigns work to "connectivity" personnel (i.e., field personnel who install and change switches) . Accesses, retrieves, updates, and edits data in databases
Knowledge (Education & Experience)	<ul style="list-style-type: none"> . High School graduation, plus two years of post secondary education, plus four years of related experience OR <ul style="list-style-type: none"> . An equivalent combination of education and experience

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Group	[5] Technical
Sub-Group	(a) I.T. Services
Judgement, Authority, Decision Making	<ul style="list-style-type: none"> . Works independently under minimal supervision . Work is performed in accordance with broadly established procedures and practices requiring initiative to plan and complete recurring assignments independently, and judgement to determine which of many methods are applicable in any given situation . There are a variety of job tasks requiring ongoing prioritization . Responsibilities and work situations are broader in scope, with limited opportunity for standardized solutions
Creativity, Problem Solving, Analytic and/or Technical Thinking	<ul style="list-style-type: none"> . Job duties cover work of an advanced technical and/or analytical nature . Expected to use initiative and/or ingenuity to implement creative methods and/or create innovative techniques and processes to complete work, and to test for continuing and future integrity of processes . Consistently resolves complex problems in specialized areas for other staff . Resolves specialized and/or frequently changing problems . Ideas developed result in creation of new and/or major procedures, practices, standards, specifications, services, or projects
Responsibility for the Work of Others	<p>Levels of Supervision:</p> <ul style="list-style-type: none"> [1] Is not required to supervise; may explain work procedures to new or inexperienced staff [2] Formally trains new staff on work procedures, and/or oversees work of students and/or temporary staff [3] Supervises up to and including one (1.0) FTE ongoing, permanent staff member, and/or up to and including five (5) temporary staff, students, and/or volunteers [4] Supervises more than one (1.0), up to and including two (2.0) FTE ongoing, permanent staff members, and/or more than five (5) temporary staff, students, and/or volunteers [5] Supervises more than two (2.0) FTE ongoing, permanent staff members
Interpersonal Skills	<p>Considerable interpersonal skills are required</p> <ul style="list-style-type: none"> . Builds rapport and defuses tense situations with people who may be difficult or challenging . Actively listens, and probes for information to clarify requests . Uses tact and discretion when discussing problems and eliciting sensitive or confidential information . Provides interpretation of a routine to moderately complex nature . Makes informal demonstrations or presentations in areas of expertise
Working Conditions	<ul style="list-style-type: none"> . Work pressures, peak periods, multiple demands, and interruptions moderately impact task completion ability
Physical and Sensory Effort	<ul style="list-style-type: none"> . Moderate fatigue is caused by the requirement for extra attentiveness for performance of many detailed tasks requiring consistency and accuracy . The incumbent may change tasks, but most tasks have similar sensory demands
	<p>This benchmark is for classification purposes only, and is not a job description. Benchmark qualifications represent the amount of education and experience typically required for full performance on the job, and are outlined for classification and compensation purposes. Note that specific "abilities" and "knowledge" required for the job should be outlined in the job description and posting, but are not specified in the benchmark.</p>