

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 (POSITION TITLE)	Manager, Client Services
DATE LAST REVISED:	September 2024

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, telephony services, copyright compliance, web support, exam processing and scanning services.

The Technician is responsible for maintaining a professional demeanor in a customer service-oriented environment in which the highest quality control standards are adhered to. The Technician must work directly with a varied clientele including faculty, administration, staff and external customers and must maintain high levels of confidentiality in regard to materials processed. Knowledge of both Windows operating systems is essential, as well as proficiency in current Microsoft Office, productivity and design software. The Technician is required to have strict attention to detail when taking faculty departmental minutes, as well as utilizing creative thought processes when designing graphic and web materials. This position requires the Technician to liaise frequently with internal departments, other universities, external organizations and vendors.

DUTIES & RESPONSIBILITIES:

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 material, 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
- Ensure compatibility with the Office of External Relations and Advancement's (ERA) software
- Act as Tier 1 graphic design support for ERA, as appropriate
- Create materials for external clients including students and outside organizations
- In consultation with the manager, establish external pricing for specialty jobs
- Create various templates such as name tags, desk name plates, notepads, door plaques, etc. for internal use

- Design all internal directional signage including door plaques, window decals, overhead signs and outdoor signs, and emergency maps
- Design all promotional items for FASS, Print Plus and Help Desk for use at NSO, etc.
- Design attractive posters to advertise various courses, workshops, seminars, conferences, etc.
- Ensure copyright compliance is followed for all graphics used
- Design event invitations, programs and booklets, certificates, cards and various other documents
- Establish reasonable timelines and ensure they are met through all stages of production, including final printing
- Ensure consistency of all materials created for an event
- Create all athletics signage
- Instruct faculty and employees on features in the graphic software packages
- Update and format the convocation booklet annually
- 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 sublimatable materials (i.e., t-shirts, 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.
- Using templates provided by ERA, create and update promotional materials for various departments
- Update university floor plans at the request of Facilities
- Assist with installations of signage and display pieces around campus, if necessary.

TELECOMMUNICATIONS

(20%)

- Monitor the Telephones email account
- Liaise with Human Resources, and Technology Services to coordinate set-up for new hires
- Track all available and currently used phone extensions.
- Assign new phone extensions and DID to new hires or to staff/faculty as requested with specialized software
- Process requests for physical phones when soft phones can't be used
- Track MAC address of all IP phones being used
- Program Teams phones for users and departments
- Create, program and update departmental call queues within the MS Teams admin centre
- Provide instructions to staff and faculty on the use of various types of phones
- Troubleshoot and respond to tickets related to MS Teams phones
- Update and maintain university auto-attendant (main menu greeting and departmental transfer tree)
- Apply override messages to the university main menu greeting, as required
- Track mobile long-distance usage and notify users of excessive usage. 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.
- Maintain a clear understanding of the mobile device contract and provide guidance, as required.
- 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
- Maintain inventory of available desk phones, mobile phones and accessories.

- Create, edit and format documents such as correspondence, tests, midterms, APT reports, assignments, course outlines, workshop materials, conference materials, notepads, certificates, booklets, labels, 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
- Transmit and receive documents in hardcopy or electronic format (office, mailbox, email)
- Verify the accuracy and completeness of the final product (proofing, software tools, faculty verification)
- Manipulate curriculum vitae and other documents to conform to formatting standards (APT, OCGS, OCT, Nipissing University standards, etc.)
- Update and format daytimers with current calendar dates and Nipissing University specific events as per the Academic Calendar and track all daytimer sales to estimate future production needs
- Create customized products to meet specific requests from various departments (e.g. daytimers, notepads, message logs, etc.)
- Instruct faculty and support staff on the use of standard and production software packages
- Work with faculty to troubleshoot general user difficulties
- Work closely with Print Plus when sending large or specialized print runs directly to Print Plus' high volume production equipment; knowledge of departmental accounting codes and printer options/specifications required
- Provide project coordination on various UTS led projects
- Attend faculty departmental meetings to document meeting minutes; transcribe and format minutes to submit to respective departmental Chairs in a timely manner
- Assist with faculty interview scheduling; arrange for air travel, car rental, hotel rooms and interview locations
- Coordinate with Dean's office, Human Resources and VP Academic and Research offices to schedule candidate meetings
- Stay current with standard productivity and design software to optimize services for clients as well as ensuring compatibility with the office of External Relations and Advancement's graphic design team.
- Prepare convocation and awards ceremony programs necessitating detailed coordination between various departments
- Create fillable PDF forms
- Create various request forms for use in FASS, Print Plus and other departments
- Create faculty grade spreadsheets with appropriate formulas to auto-calculate grades
- Create business cards using University approved templates and specialty software
- Decipher and type hand-written documents for faculty
- Maintain office equipment including printers, scanning equipment, digital recorder
- Provide basic information to students, staff, faculty and the general public and/or greet and direct them to the appropriate contacts or services
- Maintain an archive hard copy and electronic filing systems of documents processed for future retrieval
- Create posters promoting on-campus classes at the request of faculty
- Liaise with internal and external customers at the customer service desk. This includes 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 the appropriate Learning Systems Technologist
- Format documents with specialized software to print in Braille (course syllabi, business cards, etc.)
- Assist in Print Plus during peak periods when able

PROCESSING FINAL EXAMS

(15%)

- Follow established procedures and submission timelines developed by FASS and the Registrar's Office to ensure timely and accurate processing of exams
- Prepare and distribute exam procedures to professors/instructors
- Update the FASS website with current exam procedures, deadlines and templates
- 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
- Create, edit and format final exams, using the standard University final exam template
- Format lockdown browser final exams for Respondus
- Contact faculty for exam proofing and final approval prior to sending exams to print
- Track multiple choice forms used for Distance exams in order to bill back to FASS accordingly
- Ensure supplementary materials are indicated on the exams and included in the exam packages
- Provide exams to Student Accessibility Services, as required, in PDF or specialized printing format (i.e. blue paper, enlarged, etc.)
- Maintain strict quality control and confidentiality standards
- Liaise with Print Plus regarding print ready exams
- Save all processed exams in an electronic filing system for future use by faculty

COPYRIGHT

(10%)

- Remain current with copyright and fair dealing laws
- Monitor all work that comes through the FASS office for any copyright infringement
- Assist faculty with any inquiries they may have regarding copyright guidelines
- Research copyright for materials upon request from faculty
- Research library catalogues and other resources for specific copyright information, i.e. ISBN, publisher, etc.
- 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
- Determine copyright charges based on the enrollment report
- Receive and proof all copyright invoices for copyright permissions, and submit to the appropriate Manager or department for approval and processing Meet regularly with internal stakeholders to discuss current fair dealing guidelines as well as Canadian copyright laws as they pertain to University usage
- Request special permissions for the use of materials using various sources (websites, publishers, universities, etc.)
- Purchase copyright permissions from outside organizations at the request of faculty
- Adjust copyright permission quantities as required based on enrollment reports and/or sales of materials.
- Search through library holdings to determine material available through paid subscriptions
- Follow Nipissing University's fair dealing guidelines and use best judgement to determine if copyrighted materials can be used
- Search the internet to find usable content for faculty and course materials
- Read and interpret terms of use and copyright conditions for various online sources

WEBSITE SUPPORT

(10%)

- Provide Tier 1 support for departmental web pages; assist faculty with requests and escalate where appropriate
- Escalate requests for faculty and conference/event websites to ERA.

- Using specialized software set-up online registration/payments for events/conferences including set-up of workshop options as per client specifications
- Update the FASS and Print Plus websites to include current information, documents and links
- Update faculty profile pages, as requested
- Add faculty and staff pictures to the Nipissing website, as requested
- Add new faculty and staff to the Employee Directory, as requested by Human Resources on the specified start date
- Delete faculty and staff from the Employee Directory, as requested by Human Resources on the specified date of termination
- Update faculty and staff on the Employee Directory to reflect changes in position, leaves of absence, contract terms
- Update the Employee Directory with appropriate telephone extensions and email addresses
- Liaise with the Finance Department for refunds of online registrations
- Inform the Finance Department of all online registration events to ensure the appropriate accounts are set up

SCANNING SERVICES

(10%)

- Distribute multiple choice test answer sheets to faculty and departments
- 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
- Ongoing development of a Nipissing standard multiple choice test answer sheet to be used throughout the university
- Utilize quality control procedures to verify accuracy and completeness of data for multiple choice tests
- Create new survey projects for faculty evaluations with specialized online software
- Create scheduled tasks for evaluations to email faculty and students
- Review exported data for accuracy and completeness
- Prepare reports to send evaluation results to faculty, Deans offices and the Provost Liaise with vendor technical support to troubleshoot
- Monitor the SCES email and respond to questions from faculty, students and staff
- Continuously monitor new incoming data for any changes that need to be made within the evaluation tool
- Using specialized software link new course evaluation projects to Blackboard
- Maintain strict confidentiality standards for both multiple choice tests and course evaluation questionnaires

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
- Experience with Windows Operating System, Microsoft Office Suite, Adobe Photoshop, Illustrator, InDesign, Remark scanning software, Internet browsers, email, multi-function devices, copyright compliance and WHIMIS certification
- Experience in a high volume office setting
- Experience in customer service
- Solid understanding of copyright legislation and fair dealing laws
- General understanding of standard design and aesthetic concepts
- Basic knowledge in website design, development and modification techniques

- Sound knowledge of administrative practices/procedures
- Ability to work independently with minimum supervision
- Ability to work in a team environment
- Ability to take initiative and make independent decisions
- Sound knowledge of a variety of computer software packages
- Excellent communication skills (oral and written)
- Proficient telephone and email communication skills
- Excellent proofing skills and attention to detail
- Ability to prioritize work while dealing with multiple and conflicting demands, distractions and interruptions
- Ability to be flexible and adapt to unpredictable situations and challenges
- Excellent organizational skills
- Ability to maintain confidentiality
- Basic maintenance of general office equipment

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:

- Computer, telephone, photocopiers, scanners, printers
- Digital recorders
- Shredder
- Multifunction devices (scanner/fax/printer/copier)

PHYSICAL/MENTAL DEMANDS & WORKING CONDITIONS

- Light to moderate visual and mental concentration demands
- Sitting for extended periods
- Walking to affiliate departments
- Separate workstation with interruptions

I have read my job 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

Date

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Approvals

Supervisor

Date

Human Resources

Date