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| **Job Family** | **Project Delivery Services** |
| **Sub-Family** | **Engineering Systems** |

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| **Global Job Title** | |
| **EDS Support**  *(3970.EDS.Supp6A – Tier 6A)* | |
| General Purpose of Role | Provides support to end users for engineering and project delivery applications. Identifies, researches and resolves technical problems of moderate complexity. Responds to telephone, email and on line requests for technical support. Documents, tracks, and monitors the problem using applicable systems and tools. May coordinate with other teams or departments to resolve user problems. |
| Additional Technical Information |  |
| *Global Level Details* | |
| Global Level Summary | Senior level support position responsible for performing moderately complex and varied work assignments that may be specialized, gaining a deep understanding of their specific area of expertise. Typically will support department level managers, with work involving frequent visibility to mid-level management and external customers. Positions at this level may be required to perform involved mathematical calculations. May have specific process or program coordination responsibilities assigned as part of the regular work routine. |
| Typical Qualifications | Secondary school education or equivalent and 4+ years relevant experience. |
| Decision Making | Exercises judgment in selecting work methods and knowledge of which project specific procedures to be followed. Capable of detecting errors during and upon completion of assignments. Self check of quality / accuracy of own work. |
| Supervision Received | Working under minimal supervision, able to plan own work and accomplish varied and complex tasks with the ability to discover issues and recommend solutions. |
| Supervision Authority | May give minor guidance to more junior personnel. |
| Communication | Proficiently communicate ideas and concepts, persuading and influencing through participation in the preparation and delivery of proposals, presentations and reports. |
| Systems, Processes & Tools | Advanced understanding of systems, processes and tools related to field. Able to assist others and troubleshoot issues with systems, processes and tools. |

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