

Job Family	Project Delivery Services
Sub-Family	Engineering Systems

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.
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Additional Technical Information

<i>Global Level Details</i>	
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.