

LOCALLY ENGAGED STAFF JOB DESCRIPTION

GENERAL INFORMATION	
Organization:	Global Affairs Canada (GAC)
Program:	Management (IM/IT)
Title:	LEITP Officer
Job Description Type:	SJD
Job Description Number:	68
Group & Level:	LE-O1
Decision Number:	15033
Job Code:	500608
This job description is already evaluated and should not be modified.	

PROGRAM/ORGANIZATION MANDATE OVERVIEW
Supports the mission's mandate through the effective and efficient support and delivery of IM/IT services and infrastructure.

CONTEXT & PARAMETERS
This is a working level position of the Locally-Engaged Information Technology Professional (LEITP). This position typically reports to a LEITP Manager, a Foreign Service Information Technology Professional (FSITP), a Program Manager, Consular and Emergency Management (MCO), a Senior Officer, Consular and Emergency Management (DMCO), or a Mission Administrative Officer (MAO) position.

KEY ACTIVITIES	
Primary Role	Provides problem resolution and technical support to the client community at the Mission in the daily use of Information Management (IM) and Information Technology (IT) Systems.
Advice & Recommendations	Provides technical advice and coaching to users and increase the effective and efficient use of the Mission's various IM and IT Systems. Advises the supervisor on local purchase requirements and/or local suppliers to effect repairs, or on requirements to obtain equipment/parts from HQ.
Documents and Services	Ensures the maintenance of records and logs, and tracking and reporting on problems. Coordinates the development of training plans to facilitate the exchange of knowledge.
Research & Analysis	Conducts research and analyses information technology and information management needs at the mission. Maintains a good understanding of content and location of manufacturer's literature, departmental informatics and IM policies and procedures. Searches technical literature on the equipment, applications and systems architecture and implements corrective action.
Networking & Alliance Building	Seeks out and establishes relationships and networks with other ITPs whose expertise assists in meeting mission's IM/IT objectives

Communications & Client Services	Provides technical advice and coaching to users, proactively advises the user community of potential problems, methods for their resolution, and any appropriate strategy for prevention.
Committees & Working Groups	Coordinates activities with the local FSITP, senior LEITP, local technicians, and/or the MCO/MAO, as appropriate, to resolve IM/IT issues.
Supervision/Management Responsibilities	
Other Duties	Organizes and manages the supplies inventory and coordinates IT equipment disposals and sales. May be required to translate documents and/or interpret for CBS staff.

WORKING CONDITIONS	
Physical Effort	Physical effort is required to crouch, lie, kneel or crawl in confined spaces on a regular basis to set up and assemble equipment; lift heavy or awkward equipment. The majority of the work is performed while sitting at a computer workstation, troubleshooting client information technology problems or at a client site installing and testing user hardware and software.
Psychological Effort	The work may involve dealing with frustrated or dissatisfied clients who experience technical difficulties. Sustained focus is required to analyze information and exposure to stress is associated with deadlines and demands.

AUTHORIZATION	
Head of Mission (HOM)	<hr/> Signature Date
Program Manager	<hr/> Signature Date

Employee	<hr/> <table><tr><td data-bbox="570 338 1166 380">Signature</td><td data-bbox="1166 338 1422 380">Date</td></tr></table>	Signature	Date
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