

# IST Account Representatives in the Faculties

Customer Relations and Support Unit in Client Services

Managed by Lisa Tomalty

# Current Assignments

Faculty	Assignment
AHS	Cassie Bechard (on contract)
ARTS	Lisa Tomalty (2 days a week) IST pays for a co-op in Fall and Winter terms
Engineering	Steve Carr
Environment	Jennifer Keir
Math	Will Lewis
Science	Stephen Markan

Other than in Arts, faculty reps work in their respective faculty Monday thru Thursday. Account reps work in EC2 on Fridays to provide connection to IST.

# Lisa in Arts

- Mentors and trains the Help desk assistant/technical writer (Web site work (WordPress, WCMS, HTML, and some other platforms))
- One primary department to support (English) and am the secondary support person for others
- Organize and run a Lunchtime information session for Arts staff once a term; topics are timely and IT related such as Office 2013 deployment and training, IST updates, security, etc. Full list of lunch sessions and PPTs are at: <https://uwaterloo.ca/arts-computing/lunchtime-sessions>
- Edit and assist with the newsletter and its advertisement
- Help with other projects as needed (e.g. new WCMS Service Catalogue for ACO, new ACO feedback initiative)
- Other Faculty Account Reps may work at their help desk/service desk, and provide dept support (including their specialized areas), hire and supervise helpdesk staff, work on small projects in the Faculty IT group, support systems and assist with troubleshooting applications/Nexus/hardware/etc.
- All Acct Reps attend Faculty IT meetings, work closely with their Faculty IT groups on their specific needs, and communicate updates to IST-CS (other Account Reps from faculties and admin support units). They are also able to help the faculty IT groups with IT issues/initiatives that involve IST (by contacting the correct IST staff member/group, communicating info to the Faculty IT group, set up meetings with IST staff if needed, escalate RT requests from faculties, etc.)

# Typical Account Rep Responsibilities

- Historically, this has been left to the faculties to determine responsibilities based on need and expertise.
- Faculty Account Reps may work at the Faculty service desk, and provide department support (including in their specialized areas), hire and supervise helpdesk staff, work on small projects in the Faculty IT group, support systems and assist with troubleshooting applications/Nexus/hardware/etc.
- All Acct Reps attend Faculty IT meetings, work closely with their Faculty IT groups on their specific needs, and communicate updates to IST-CS (other Account Reps from faculties and admin support units). They are also able to help the faculty IT groups with IT issues/initiatives that involve IST (by contacting the correct IST staff member/group, communicating info to the Faculty IT group, set up meetings with IST staff if needed, escalate RT requests from faculties, etc.)
- Complete list of possible tasks can be found at <https://sharepoint.uwaterloo.ca/sites/sla>.

# Other Comments

- IST Account Reps feel part of your faculty/IT group. Clients feel that way too, and that's good.
- Feedback obtained at performance evaluation time.
- Changes can be made if requested. This is seldom done.
- Sometimes changes have been made to allow account rep to participate in a project.