

Information Technology Services IT Leader Program

Testimonials from the Pilot Program

From Participants

"Keep doing the great work!"

"Looking forward to learning more at additional workshops. Thanks."

"I'd just like to thank IT for what I believe is a terrific program."

From Supervisors

"This program will increase the university's total bank of technical knowledge, while reducing the call for centralized resources (i.e HelpDesk) in ITS. It will serve to empower employees, reduce waiting lists for service, and train staff with additional skillsets they otherwise would not acquire. As a voluntary program, it will draw the most motivated participants. It will be very worthwhile."

"I see no reason whatsoever why the program would not be expanded if other units could isolate an individual with the skills and interest in accepting these responsibilities. Congratulations and thanks for this initiative."

"I would certainly recommend that other units be allowed to benefit from such a program. It may be, although I have no real knowledge of this, that some other units have the necessary technical expertise within their faculty complement. For units that do not, this is a good opportunity to ensure that competent technical assistance is available on a long term basis and with short term notice."



IT Leader Lionel Beaudoin assisting fellow staff member Nora Samaan.

University of Windsor
thinking forward

Information Technology Services
IT Leader Program



Announcing an innovative program that provides:

- A practical approach to the prevention of common basic IT issues.
- Trained staff members with a higher level of technological competency.



IT Leader Program

www.uwindsor.ca/itleader

IT Leader Program


Overview

IT Leaders act primarily as local IT information resources and are knowledgeable in best end-user practices for various procedures and processes identified by IT Services.

IT Leaders are thus able to direct persons in their area to the appropriate documentation outlining problem solving procedures. They also have the training to perform basic troubleshooting procedures if necessary. IT Leaders will always have the services of the IT Services HelpDesk available for problems encountered that are outside of their domain of expertise.

The IT Leader program provides a networking opportunity for participants and thus another opportunity to share/obtain information concerning IT issues.

It should be noted that the IT Leader Program is voluntary. Any department not participating in the IT Leader Program may use the services of the IT Services HelpDesk.



IT Leaders are provided with specialized training developed for the various procedures, processes and services available from IT Services. IT Leaders are provided a roadmap to solutions and contacts for common IT related issues.

IT Leader Program

Benefits of the Program

- A practical approach to the prevention of common basic IT issues.
- Trained staff members with a higher level of technological competency.
- Improved feedback to IT Services concerning the University's technological requirements.
- Improved standardization of technology across campus.
- Improvement in staff and faculty efficiency through the superior use of supported software and technology.
- Technology support tailored to a department's specific requirements.
- Training focused on developing quick resolutions for common user issues. This benefits a department from a time-savings point of view, through reduced down-time.

Responsibilities

IT Leaders provide assistance at a basic level for basic PC troubleshooting to departmental colleagues using techniques and procedures identified by IT Services.

They act as first point of departmental contact from IT Services with respect to IT issues and participate in educational opportunities provided by IT Services with other IT Leaders and IT Services staff.



For more information, please visit www.uwindsor.ca/itleader

IT Leader Program

Training Modules

Training modules are offered in the following areas: Advanced Training in Office Suite Software, PC Support & Security, End-User Best Practices, Networking / LAN, Lotus Notes, Supported Software, and Services Offered by IT Services.

Time Commitments

The following time commitments are anticipated for the training of IT Leaders. An IT Leader must have departmental approval for:

- IT Leader Training: initially to bring them to a level to be able to perform their duties, and then on-going training to keep updating skills and information. **(Initial 2 day orientation/training program and then approximately 1 hour per week)**
- Availability for IT Leader meetings. **(One hour every month)**
- Time to perform IT Leader duties - The experience with those who participated in the pilot has indicated that **an average of approximately 2 hours per week** is required performing IT Leader duties.

Application Process

Those interested in participating in the IT Leader program should contact their respective Department Head.

Participants must have signed approval of their Department Head to participate in the program. This approval may be in the form of an e-mail message to be sent to the IT Leader Coordinator at gallen@uwindsor.ca