Technical Leads

Intended Audience

- Managers and Supervisors

- Technical Leads

Policy Background

In order to effectively use ARIES, there are some tasks and responsibilities that should be completed at the agency level. The tasks and responsibilities fall into two general categories: technical activities and mentoring/training activities.

In order to assist agency managers in identifying one or more staff who can accomplish these activities, the major functions of these activities and the ideal skill set that will allow a staff person to successfully complete them are described below:

- **Technical Activities** (user setup, certificates, passwords, etc.) – ARIES is a large application and provider staff would benefit from having someone in-house designated to help with ARIES usage and problems. This person should be someone who has a desire to help others, is patient, is willing to be approachable and interrupted on an ad-hoc basis, communicates in a clear and easy to understand manner, and has good computer skills. When evaluating whether or not a provider has a staff person with the appropriate knowledge and skills to be assigned the responsibility of performing this kind of a support role, the following skills and experience should be considered:

    - Creating user accounts and resetting passwords.

    - Installing software (e.g., home experience, following set up wizards).

    - Familiarity with Internet Explorer.

    - Maintaining and processing a variety of authorization forms.

    - Communication skills (both face-to-face and telephone).

    - Prior contact with the site's Internet Service Provider or Information Technology Department.

    - Data entry skills, high accuracy.

    - Troubleshooting and problem solving skills.

    - Basic e-mail skills and access to e-mail.

    - Experience following manuals, reading/comprehending frequently asked questions posted on the Internet, and following help screens.

- ■ Experience with safeguarding confidential data (electronic and paper records).

- ■ Prior experience being the main contact person for issues/concerns in similar data collection projects.

- ■ Service oriented attitude.

- ■ **Mentoring/Training Activities** – ARIES is a large application that requires training be provided to new users. Also, as staff use ARIES more frequently and begin to explore other functionalities, it is beneficial to have a staff person available to provide periodic advanced training beyond the minimum necessary to perform any given task. When evaluating whether or not a provider has a staff person with the appropriate knowledge and skills to be assigned the responsibility of performing this kind of a support role, the following skills and experience should be considered:

  - ■ Familiarity with Internet Explorer.

  - ■ Communication skills.

  - ■ Training or mentoring skills.

  - ■ Experience following manuals, reading/comprehending frequently asked questions posted on the Internet, and following help screens.

  - ■ Experience with safeguarding confidential data (electronic and paper records).

  - ■ Troubleshooting and problem solving skills.

The ARIES Help Desk is also available for user support. However, if a provider is large enough or has a staff person with the interest and skill set, it can be advantageous to the provider to have a local ARIES expert to assist their colleagues in using ARIES to its fullest potential. Additionally, this local expert can be designated to coordinate contact with the ARIES help desk.

Procedures

The State Office of AIDS (OA) recommends that each agency assign a staff member to serve as a "technical lead."

Because of their responsibilities, technical leads have more advanced permissions than most users. To assign a staff member as a technical lead, the manager should select the "Agency ARIES Administrator" as the User Group Role on that staff member's **ARIES User Registration Form**. This will ensure that the technical lead has the permissions needed to perform the aforementioned activities.

Related Policies

- ■ ARIES Policy Notice No. A2 regarding **Managing Users**

- ■ ARIES Policy Notice No. F2 regarding **The ARIES Help Desk**