IT Services Technician

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Office, Clerical and Technical
Position covered by the Collective Agreement with USW Local 4120

IT Services Technician

Computing and Communications Services (CCS)

Hiring #: 2018-0585

Please read the Application Instructions [1] before applying

CCS is the central IT department on campus, providing IT infrastructure and central technology services to the U of G community. CCS is committed to its Core Values: Service Culture, Integrity, Individual Leadership, Teamwork, Agility and Communication.

Reporting to the Manager, Client Productivity, the incumbent will join a team providing high quality Level 2 telephone and remote support with occasional desk side support. Primary duties and responsibilities include technical support for a broad range of technologies for University of Guelph departments who participate in CCS services such as the Managed Desktops service. The primary focus of IT Technician activities involve support for personal computer hardware and operating systems and personal productivity applications. Technical support encompasses the diagnosis and resolution of issues, problem tracking, client training, diagnosis and replacement of failed hardware components, software and hardware installation and configuration, liaising with hardware and software vendors, and related activities.

Requirements of the position include:

- Minimum two-year Community College diploma in computer or technical applications; additional industry certifications or designations are desirable (ITIL, CompTIA A+, Microsoft)
- Minimum of two (2) years experience providing personal computing and general IT support in a large enterprise environment along with providing Level 1 and/or Level 2 support in a call centre environment
- Excellent interpersonal, communications, and customer service skills.
- Experience working within issue tracking application (e.g. BMC FootPrints)
- Experience in administration, configuration, and troubleshooting of personal computer operating systems including Windows 10 and macOS
- Understanding of Active Directory group policy and NTFS permissions
- Experience in installation and configuration of applications and operating systems, both manually and with automation tools
- Knowledge of the installation, configuration, and functionality of personal productivity software (e.g. Office 365)
- Virus and malware remediation
- Working knowledge of automation tools like SCCM

Position Number         509-010
Classification               USW, Local 4120 Salary Band 5
Salary Range              $24.79 Minimum (Level 1)
                          $27.69 Normal Hiring Limit (Level 3)
                          $33.55 Job Rate (Level 7)

At the University of Guelph, fostering a culture of inclusion [2] is an institutional imperative. The University invites and encourages applications from all qualified individuals, including from groups that are
traditionally underrepresented in employment, who may contribute to further diversification of our Institution.

Posting Date: 2018 11 26
Closing Date: 2018 12 03

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Links
[1] https://www.uoguelph.ca/hr/careers-guelph/how-apply