Information Technology Support Technician

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Position covered by the Collective Agreement with USW Local 4120

Information Technology Support Technician

Laboratory Services Division

Hiring #: 2019-0004

Please read the Application Instructions [1] before applying

Laboratory Services is seeking a highly motivated, self-starter to provide a wide range of timely support services to 400+ users. Under the guidance of the Technical Supervisor, Network and Business Systems, Laboratory Services Division, the incumbent will be responsible for the provision of a broad range of computing, networking and telecommunications support services, across multiple ISO registered sites. All incoming issues will be reviewed, assigned priority and resolved/escalated. Through face-to-face, telephone, and email interaction, staff and clients will be assisted with IT-related problems (i.e. computer, networking, email, printer, scanner, desk/cell phone, LabVantage, Microsoft Suite, etc.) and will receive follow-up contact to ensure satisfactory resolution.

This position is the first point of contact to IT support within Laboratory Services providing computer hardware and technical support to staff and clients located in Guelph and Kemptville. Responsibilities include: create and maintain computer and user accounts in a Microsoft and OES SuSe Linux environment; co-ordinate, install, and upgrade both networked and non-networked computer systems; assist with interfacing of instrumentation computers to the Laboratory Information Management System (LIMS) for automated data retrieval and delivery using required interfaces to clients; perform basic monitoring, troubleshooting and repair of all aspects of printers, desktops, laptops and tablets, their operating systems and hardware; provide user support and training for both network and business software and hardware including printers, fax machines and scanners; monitor and respond to Lab Services IT email ticketing system, triaging and where necessary, escalating critical alerts quickly to minimize service interruptions.

Requirements of the position include:

- Two year college diploma in computer engineering technology or computer system technology and some relevant experience, or an equivalent combination of education and experience
- Proven knowledge of several different operating systems and hardware platforms including Microsoft Windows, Novell OES, Linux and Apple
- Basic knowledge of network protocols, principles, and concepts including the ability to troubleshoot local connectivity issue
- Ability to follow defined operational standards, understand Laboratory Services critical infrastructure and server operating systems
- Strong interpersonal and communication skills (written and verbal) as well as professional phone etiquette.
- Demonstrated ability manage tasks under stress, work independently, to prioritize work in a fast paced, high pressure environment
- Microsoft A+ certification
- Knowledge of laboratory testing operations and terminology is preferred

Hours of work will be Monday–Friday, 35 hours per week, 9:00 AM – 5:00 PM, or as determined by organizational requirements, with occasional scheduled or emergency overtime (including weekends).

Position Number 481-053
Information Technology Support Technician
Published on Human Resources (https://www.uoguelph.ca/hr)

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)

*Tentative evaluation; subject to committee review.

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: 2019 01 07
Closing Date: 2019 01 14

Source URL: https://www.uoguelph.ca/hr/careers-guelph/current-opportunities/information-technology-support-technician

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