Senior Technician, System Support

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Position covered by the Collective Agreement with USW Local 4120

Senior Technician, System Support

Information Technology Services, Laboratory Services Division

Hiring #: 2019-0610

Please read the Application Instructions [1] before applying

The Laboratory Services Division (LSD) at the University of Guelph (U of G), is a Canadian testing facility that delivers solutions to a wide range of clients in, private industry, government and academic sectors. With two operating units: the Animal Health Laboratory (AHL) and the Agriculture and Food Laboratory (AFL), Lab Services offers the highest standard of testing to address existing and emerging issues in each field. Critical to our ability to do this, is the integrity of our information technology systems. If you are an experienced systems technician seeking variety of work in a collaborative, supportive and secure environment and within a division that is directly involved in responding to relevant local and global issues, read on!

Working closely with the Manager, Information Technology and with a team of Information Technology Specialists, the Senior Technician is tasked to support and maintain business application systems utilized by a wide range of internal and external users located in Guelph and Kemptville. As part of a team, the incumbent helps maintain and support an Oracle-based Laboratory Information Management System (LIMS) and the division’s accounting application (Sage 300 ERP). Within these systems, the Senior Technician creates test plans, executes and coordinates user-testing of new software releases and identifies and corrects problems that would impact business systems. They perform ad hoc Oracle and SQL Server searches on transactional and financial systems; utilize business intelligence tools to create reports for management decision making; provide software installation and training support for software packages such as Microsoft Office, Microsoft Windows, and Internet Explorer, and they provide hardware support by maintaining and upgrading computers and printers. As a unit committed to evolving, employees have tremendous opportunity for continuous growth and learning.

To be considered for this opportunity, candidates should have:

- A college diploma, 3 year program in computer applications / computer analysis and a minimum of 3 years’ related experience, or an equivalent combination of education and experience;
- A creative, innovative and enthusiastic approach to work;
- Demonstrated understanding of enterprise relational database concepts and functions;
- The ability to use enterprise database reporting tools and languages (e.g. Business Objects, Jasper reports, Java) to create reports and ad hoc queries;
- A comprehensive knowledge of latest versions of Windows desktop and server operating systems and Microsoft Office suite of applications;
- A successful track record of working in a team environment and also a fast pace and service-focused organization;
- Proven analytical, problem-solving and troubleshooting skills, as well as good judgement and a strong attention to detail;
- Knowledge of quality management system requirements;
- Excellent interpersonal and communication skills, both written and oral; with demonstrated experience training end-users in the use of computer software applications;
- Knowledge of laboratory testing operations and terminology (chemical, microbiological, and veterinary) and a strong understanding of the application and operation of a LIMS in a laboratory testing environment would
All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. 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 11 06
Closing Date: 2019 11 13

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