Forbes includes U of G Among Canada’s Best Employers

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

Information Technology Support Specialist
Office of Research Services
Temporary full-time from April 1, 2020 to March 31, 2021

Hiring #: 2020-0085

Please read the Application Instructions [1] before applying

The Office of Research Services (ORS) is a proactive, innovative, professional, and service-oriented unit that supports and adds value to the research enterprise. Its mission is to promote and support research. As part of ORS, the Information Technology Support Specialist supports the department’s values of Quality and Excellence, Creativity and Collaboration as well as supports the department’s strategic areas of emphasis that include the provision of excellent client services, increasing organizational effectiveness, excellent communications with internal and external clients and developing our people and leadership.

Reporting to the Managing Director, Research Operations, the position of Information Technology Support Specialist is responsible for providing a comprehensive range of front-line IT support to ORS staff and clients. This position is required to understand the needs of the Office of Research Services and end-users of ORS IT systems, overall IT direction within ORS, and to contribute to the goals and success of ORS as envisioned in the ORS Strategic Plan.

Main responsibilities include:

- Updating and maintaining numerous ORS websites, including a focus on revision of ORS website content to ensure compliance with the regulations for the Accessibility for Ontarians with Disabilities Act (i.e., 2021/WCAG Level AA) and on-going AODA website compliance;
- Updating and maintaining ORS IT systems, software and solutions;
- Assisting with implementation, testing, monitoring, upgrading and maintenance of ORS IT systems, software, products and solutions;
- Coordinating and monitoring system activities to ensure proper operation during critical ORS business hours and peak periods as well as ongoing data integrity;
- Diagnosing and solving end-user and IT problems related to ORS IT systems, software and solutions;
- Responding to requests for assistance, taking appropriate steps to resolve and escalate problems to ensure continued services;
- Providing support and training for ORS supported systems, products, solutions and services to ORS staff;
- Delivering audio-visual equipment needs, including webinar support, of workshops, information sessions, seminars;
- Maintaining and updating as necessary all IT related documentation including SOPs, policies, and instruction sheets; and
- Continued learning to ensure core skills are kept current with ongoing technological advances.

Requirements of the position include:
Two-year community college diploma in related field such as Computer Science/Information Technology (undergraduate degree preferred) and a minimum of two (2) years of experience in an IT environment, or an equivalent combination of education and experience

Understanding of computer hardware, basic knowledge of relational database design and SQL; familiarity with tools and technologies such as HTML, CSS, PHP, Photoshop, Microsoft Office, Adobe Acrobat, and Cisco WebEx; and experience with multiple operating systems, including Windows 10, Windows Server, and Linux

Thorough understanding of the Drupal web content management system and of the Accessibility for Ontarians with Disabilities Act (AODA) requirements with respect to website/online content

Excellent verbal and written communication skills with the ability to explain technical components/functionality to non-technical people and to effectively communicate to translate business needs into technical components

Excellent interpersonal and client service skills

Effective planning, organizational and time management skills, attention to detail, strong problem solving and troubleshooting skills, and strong analytical and critical thinking skills

Demonstrated ability to work well independently and as part of a team and possess high initiative, confidence and determination

Demonstrated professionalism, tact and diplomacy in working with confidential and sensitive information

Flexibility to occasionally work weekends and/or evening hours is required

The following would be considered an asset:

- Understanding of or experience working in research administration and large post-secondary IT environments
- Familiarity with University of Guelph IT systems, templates (e.g., University of Guelph drupal template) and processes
- Familiarity with the operation of audio-visual technology is an asset

Interested applicants should submit both a cover letter and a resume for a full application.

Classification: USW, Local 4120 Salary Band 5  
Normal Hiring Range: $25.16 - $28.11 per hour

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: 2020 02 24  
Closing Date: 2020 03 02

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

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