IT Services Technician

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

Computing and Communications Services (CCS)

2 Positions
Hiring #: 2022-0612

Please read the Application Instructions [1] before applying

Reporting to the Manager, Client Productivity in Computing and Communications Services (CCS), the IT Services Technician will work in a team that provides a broad range of IT technical support to our Managed Desktops service and Ontario Veterinary College (OVC) clients.

Specific responsibilities of the IT Service Technician include working as part of a collaborative team, using email, telephone, chat, and in-person communication channels to provide technology support to faculty, staff and students. Diagnosing and resolving issues pertaining to the operation and use of desktops, laptops, and related technologies; resolving hardware and software issues; supporting the ordering and set up of new computers and related equipment; providing guidance to clients and participating in the development, updating, and modification of documentation and processes to facilitate and improve IT services.

Requirements of the position include:

- Two-year college diploma in computer networking and technical support, computer system technology, or similar educational background along with a minimum one (1) year of related experience. A combination of relevant education and experience may be considered.
- Previous experience providing Windows and/or macOS support to large and diverse community, preferably within an education environment
- Previous IT support experience gained within an IT service desk environment
- Familiarity and experience in the use of endpoint computing support tools such as Microsoft MECM, Intune, JAMF would be an advantage
- Broad knowledge of University and / or departmental policies and procedures related to information technology, security and privacy would be an advantage

Position Number 683-008 and 683-018
Classification USW, Local 4120 Salary Band 5
Salary Range $25.92 Minimum
$28.96 Normal Hiring Limit
$35.08 Job Rate

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: 2022 09 13
Closing Date: 2022 09 20