IT Service Technician

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IT Service Technician

Office of the Dean, Ontario Agricultural College (OAC)

Hiring #: 2022-0738

Please read the Application Instructions [1] before applying

The Shared IT Services team of the Ontario Agricultural College (OAC) and the College of Arts (COA) is seeking a qualified IT Services Technician. This role delivers services and standards to OAC and COA that are aligned with the University of Guelph’s Computing and Communications Services (CCS). The incumbent acts as an initial point of contact for OAC and COA desktop IT support via phone, email, remote tools, and in-person appointments. The primary focus of the IT Services Technician is to support personal computer hardware and related devices, operating systems, and personal productivity applications. Technical support encompasses the diagnosis and resolution of issues, problem tracking, client training, diagnosis and replacement of failed equipment, software and hardware installation and configuration, liaising with hardware and software vendors, and related activities.

Prerequisites include:

- Minimum two (2) year Community College diploma in computer or technical applications; additional industry certifications or designations are desirable (ITIL, CompTIA A+, Microsoft)
- Minimum eighteen (18) months of experience providing personal computing and general IT support in a large enterprise environment within an education environment
- Demonstrated experience working within an issue-tracking application (e.g., BMC FootPrints)
- Hands-on involvement in the administration, configuration, and troubleshooting of personal computer operating systems including Windows 10 and macOS
- Previous experience working with automation and endpoint management tools such as Microsoft Endpoint Configuration Manager (MECM) and JAMF
- Installed and configured applications and operating systems, both manually and with automation tools
- In-depth comprehension of Active Directory group policy, security groups and NTFS permissions
- Established track record of installing, configuring, and ensuring the functionality of personal productivity software (e.g., Office 365)
- Experience in processes to remediate viruses and malware
- Broad knowledge of University and / or departmental policies and procedures related to information technology, security and privacy would be an advantage

This appointment is regularly performed on-campus but will be initially fulfilled both remotely (off-campus) and on-campus until the University resumes its regular operations

Covering Position Number 101-067
Classification USW, Local 4120 Salary Band 5
Normal Hiring Range $25.95 - $28.96 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: 2022 12 07
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