Digital Support Technician

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Digital Support Technician

Computing and Communications Services

Temporary full-time from August 2023 to July 2024
Hiring #: 2023-0440

Please read the Application Instructions [1] before applying

Computing and Communications Services (CCS) is the central IT department at the University of Guelph, providing core IT services and technology solutions to the U of G community. CCS has a progressive organizational culture, including a strong learning and development focus, and is committed to its Core Values: Service Culture, Integrity, Individual Leadership, Teamwork, Agility, and Communication.

In support of the University Our Time Strategy and IT Strategic Plan and reporting through our Digital Transformation and Innovation team we are looking for an energetic individual who will assist in the project management, design, implementation and support of approved university digital initiatives. These include Wayfinding, campus digital tours, occupancy sensing and Hybrid Teams Meeting rooms. This role will coordinate, collaborate and partner significantly with campus stakeholders and vendors.

Responsibilities include:

- **Solution Design and U of G Partner Collaborations**
  - Work with stakeholders across campus to gather information to establish detailed solution requirements
  - Determine and create workflows and standard operating procedures
  - Ensure strong security and privacy practices are adhered to in the implementation of technology
  - Work with campus partners to develop integration with other systems

- **Project Management, Solution Implementation, Testing**
  - Ensure project objectives and deliverables are well defined and developed
  - Develop and execute on plans to deliver solutions
  - Working with stakeholders create solid test plans
  - Develop and conduct training sessions
  - Prepare and execute on communication and marketing plans

- **Vendor Management**
  - Engage with vendors to ensure smooth implementation of solutions
  - Ensure vendor meets deliverables, including time, scope and cost
  - Work with vendors to develop necessary integrations
  - Develop ongoing support models with vendors

- **Solution Ongoing Support**
  - Ensure ongoing sustainable support of implemented solutions by developing, obtaining approval and training on support procedures
  - Provide documentation for workflows, SOP’s, Training guides, knowledge base and self-help
  - Assist team in providing end-user support for implemented projects.

Requirements for this position include:
• Completion of a two (2) year diploma preferably in Information Technology, Communications, Marketing, Business Administration along with one (1) to two (2) years of related experience. An equivalent combination of relevant education and experience may be considered.
• Superior communication and relationship building skills
• Strong problem solving and organizational skills.
• Proven ability to make decisions using integrity and sound judgement.
• Ability to organize, create and edit documents for flow and accuracy of information.
• Demonstrated ability to prioritize work and to collaborate with others in a team environment.
• Proficient in Word, Excel, PowerPoint and other core standard applications on campus.

Position Number 062-TFT
Classification USW, Local 4120 Salary Band 4
Normal Hiring Range $25.22 – 28.18 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: 2023 08 09
Closing Date: 2023 08 16

Page category: Current Opportunity [3]