IT Helpdesk Support Technician

Department: Information Technology
Status: Permanent
Salary Range: $45,900 – 61,200 (STM Level 4)
Posted: September 12, 2023
Closing date: Until the position is filled.
Remote work: In-person with occasional hybrid option
Positions Available: 1

St. Thomas More College (STM), the Catholic liberal arts college federated with the University of Saskatchewan (Usask) seeks an IT Helpdesk Support Technician.

Reporting to the IT Manager at STM, the IT Helpdesk Support Technician supplies technical assistance and support to end-users for various hardware, software, and network-related issues. The role involves troubleshooting and resolving technical problems and providing guidance and support to users on best practices for using technology.

Key Responsibilities:

- Supply technical support and assistance to end-users via phone, remote sessions, email, or in-person.
- Troubleshoot and resolve hardware and software issues for desktops, laptops, printers, and other peripherals.
- Manage and prioritize tickets in the helpdesk system to ensure timely and effective resolution of issues.
- Assist in the deployment and configuration of new hardware and software.
- Provide guidance and support to end-users on best practices for using technology, including security and data protection policies.
- Document all support requests and resolutions in the helpdesk system, including maintaining an up-to-date knowledge base of technical issues and solutions.
- Escalate complex technical issues to higher-level IT positions as needed.
- Participate in the development and delivery of end-user training and educational materials.
- Assist in the maintenance and management of the organization's IT assets, including inventory tracking and disposal of outdated or obsolete equipment.
- Stay up to date with emerging technologies and provide recommendations for improving support services.

Qualifications:

- Bachelor's degree or diploma in computer science, information technology, or related field is required.
- 1-2 years of experience in a helpdesk or technical support role.
- Technical knowledge of hardware and software, including Windows, Microsoft Office Suite, and basic network troubleshooting.
- Excellent customer service and communication skills, including the ability to explain technical issues to non-technical users.
- Experience with helpdesk ticketing systems and remote support tools.
- Ability to work effectively in a fast-paced, team-oriented environment.
- Strong problem-solving skills, including the ability to diagnose and resolve technical issues.
- Ability to prioritize and manage multiple tasks and projects.
- Strong attention to detail and accuracy in documenting technical issues and resolutions.
- Willingness to learn and adapt to recent technologies and processes.
- Ability to troubleshoot and fix classroom AV technologies, control system, audio in/out, video in/out, and online meeting services (Zoom, Teams).

<u>Working Conditions:</u>
The Helpdesk Support Technician is a full-time position that requires working in an office environment. The role may also require some work outside of regular office hours, such as providing on-call support or participating in after-hours maintenance or upgrades. The role may require extended periods of sitting and working at a computer, and the ability to lift and move equipment weighing up to 50 pounds. Some work on ladders under 10ft for maintenance or installation of equipment. The position will mostly be in-person at the college with occasional work from home exceptions.

<u>Application:</u>
Interested candidates should email their resumé along with the names of three (3) references to the attention of the Manager of Human Resources, Payroll and Benefits at humanresources@stmcollege.ca.

Please review the University of Saskatchewan's health and safety requirements for faculty, staff and students in consideration of the COVID-19 pandemic.

In accordance with Canadian immigration requirements, this advertisement is directed in the first instance to Canadian citizens and permanent residents. St. Thomas More College (STM) is committed to diversity within its faculty and staff complement. Underrepresented groups include those identified in the federal Employment Equity Act - women, visible minorities, Indigenous peoples, and persons with disabilities - including, but not limited to LGBTQI2+ people, and members of other designated groups are encouraged to self-identify on their application. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. Additional information about STM and the University of Saskatchewan is available at https://stmcollege.ca/. **Only those invited for an interview will be contacted.**