



ST. THOMAS MORE COLLEGE

UNIVERSITY OF SASKATCHEWAN

Casual IT Helpdesk Technician

Department: Information Technology

Status: Casual, as required

Salary: \$21.97 per hour [Staff Level 2]

Posted: September 14, 2026

Closing date: Until the position is filled

Positions Available: 2

St. Thomas More College (STM), the Catholic liberal arts college federated with the University of Saskatchewan (USask) seeks two (2) Casual IT Helpdesk Technicians.

Reporting to the IT Supervisor at STM, the Casual IT Helpdesk Technician supplies technical assistance and support to end-users for various hardware, software, and network-related issues.

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Assist in the maintenance and management of the organization's IT assets, including inventory tracking and disposal of outdated or obsolete equipment.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.
- Other duties as assigned.

Qualifications:

- Currently enrolled in a bachelor's degree or diploma in computer science program, information technology, or related field is required.
- 1-2 years of experience in a helpdesk or technical support role is considered an asset.
- 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.
- 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).

Working Conditions:

The IT Helpdesk Technician is a casual, as required, position that requires working in an office environment. 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.

APPLICATION:

Interested candidates should email their resumé to the attention of the Associate Director of Human Resources at humanresources@stmcollege.ca. Review of applications will begin on September 28, 2026, and continue until the position is filled.

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. Members of underrepresented groups are encouraged to self-identify on their application. Underrepresented groups include those identified in the federal Employment Equity Act. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. We are committed to providing accommodations for applicants with a disability or medical necessity. If you require an accommodation to participate in the recruitment process, please notify us and we will work together on the accommodation request.

Only those invited for an interview will be contacted.