



Attached is a posting for a full-time permanent Information Technology Support position currently available in Humboldt. Applications must be accompanied by an updated resume.

This competition will end on **June 8, 2023**. Applications received on or before that date will be considered. To apply, please forward a letter of application quoting the competition number as indicated on the attached posting detail. Please forward (by e-mail or mail) all applications to:

Human Resources Department
P.O. Box 720
Humboldt, SK S0K 2A0
careers@carltontrailcollege.com
Tel: (306) 682-2623

Classification: Level 4
Position Description: Attached
Category: 1.0 FTE, Permanent
Hours of Work: Field (7.5hrs per day)
Location: Humboldt

POSITION SUMMARY

The Information Technology Support position is an in-scope position that reports to the Systems Administrator. This position is an integral member of the Information Technology team and is focused on organizing and scheduling network and computer services to staff, clients and students. This position will support college hardware, software, network and various equipment throughout the College. The position will provide an integral part of inventory management and support throughout the learning region.

DUTIES AND RESPONSIBILITIES

Service and Technical Support

- Troubleshoot, test, repair, monitor and maintain computers, as required, under the director of the Systems Administrator
- Provide first line response and support to users requiring assistance
- Maintain Helpdesk function, processes and procedures to ensure all tickets and user issues are being handled
- Provide technical support, computer training, and advice to staff; assist with orienting new staff
- Provides on demand support and resolves emergency issues by providing support and problem resolution for computer and network related failures or operational deficiencies
- Encourage and promote staff to adhere to College Computer Usage policies
- Provides input to and assists with projects maintaining appropriate reporting during and at the close of assigned projects
- Provide input to the planning process that results in the optimal utilization of information technology at the College
- Contribute to the discussion regarding the annual budget for information technology hardware, software and support services required for all staff. Assist in computer purchasing decisions
- Complete wiring and cabling as required
- Remain current in hardware, software, and network technologies and provide information on alternatives to all staff
- Assist the Systems Administrator to create end-user accounts

Technology Infrastructure

- Prepare statistical reports for supervisor representing repairs and maintenance on College computers and equipment.

Inventory Control

- Keep an accurate inventory of computer hardware/software, spare parts, and equipment and maintain assets through the entire life cycle
- Physically move computers as required

KNOWLEDGE, SKILLS & ABILITIES

- Ability to listen, comprehend, and ask clear concise questions to obtain relevant information and respond to inquiries from clients
- Ability to work co-operatively with others and exercise courtesy and tact
- Ability to work in a multi-cultural environment and recognize and respect diversity and individual dignity
- Ability to plan, organize, schedule and prioritize a large volume of work taking into account frequent interruptions, conflicting and changing priorities in order to meet tight deadlines
- Ability to identify the need for development and modification of procedures to improve consistency, efficiency and effectiveness, and to ensure compliance
- Ability to transcribe, relay messages and correspond, etc. with a high level of accuracy
- Demonstrated proficiency in the use of correct grammar, punctuation and proofreading

- Ability to maintain confidentiality of personal information at all times and in accordance with Local Authority Freedom of Information and Protection of Privacy Act
- Ability to adapt to changes in the work environment, structure, processes, requirements or cultures.
- Exemplifies the College's cultural values of accountability, respect, commitment, innovation and integrity.
- Demonstrated ability to set high standards for oneself and others and accepting responsibility for all actions
- Demonstrated ability to ensure that all tasks are completed with high attention to detail ensuring accuracy
- Perform other duties and tasks as assigned

EDUCATION

The minimum relevant knowledge or formal training essential to perform the functions of this position is a relevant two-year post-secondary diploma such as computer network technician, computer systems technology or equivalent. Education in office administration paired with experience working with computers and/or in a technology industry may be considered.

EXPERIENCE

The minimum practical related experience required to perform the duties of this position is one year. This experience would typically provide skills such as interpersonal, verbal and written communication skills, time management, accuracy and proficiency in keyboarding, and computer functions and applications. Experience in computer support and maintenance as well as diagnostic troubleshooting and repair may also be considered. Must have the ability to function in a cross-cultural environment.

OTHER REQUIREMENTS

- A valid Class 5 Saskatchewan Driver's License
- Satisfactory Criminal Record Check