

## Technical Support Specialist

<b>Department:</b>	Information Technology (IT) Services	<b>Competition #:</b>	24-SS-16
<b>Campus:</b>	Thames – Chatham	<b>Classification:</b>	Support Staff – Atypical Technologist
<b>Posting Type:</b>	Internal/External	<b>Payband:</b>	J
<b>Status:</b>	Full-Time	<b>Hourly Rate:</b>	\$41.12 – \$47.67
<b>Position Testing:</b>	Yes	<b>Hours Per Week:</b>	40 hours Monday thru Friday, 9:00am to 5:30pm
<b>Clerical Testing:</b>	No		
<b>Start Date:</b>	As soon as possible	<b>Closing Date:</b>	Monday July 8 <sup>th</sup> , 2024 at 4:30pm

St. Clair College is seeking an experienced and motivated professional who shares our commitment to quality and student success.

### **POSITION SUMMARY**

The incumbent will act as a member of a team under the direction of the Manager, IT Client Services. The incumbent is responsible for the installation, configuration, maintenance, troubleshooting and operation of the College Client computers and all related peripherals of which consists of approximately 3000 workstation clients, including desktop and laptop computers, and other necessary network infrastructure and technology. This includes the installation, testing, and maintenance of various operating systems, networking protocols, and 150+ software applications currently being used within Academic labs and office computers located at various campus locations. The incumbent is responsible for determining and documenting the various effects on software application can have on the performance of another.

The incumbent must be extremely knowledgeable in a multitude of operating systems and network environments as the above network clients include numerous operating systems and networking environments such as, Windows, Active Directory, Azure Active Directory, Windows Server, and OS X. This entails knowledge of servers for individual labs, creating unique client images based on the operating system and network environment. Creation of client images involves software/hardware installation, software/hardware diagnostics, and overall analysis of network client performance.

The incumbent must act as a liaison with the IT Enterprise Services, program chairs, coordinators, faculty and students to ensure all Academic hardware/software/networking requirements are being met for successful delivery of curriculum. This will often necessitate the incumbent acting as a technical resource to quickly resolve/implement academic requirements.

### **CORE DUTIES & RESPONSIBILITIES**

#### **Technical Support for the College**

**45%**

- Create and implement numerous images for all Academic computer labs, multimedia classrooms, faculty and staff offices, and academic learning areas which include: the library, student open labs.
- Creation of network licensed application software used for learner support (ie. Autodesk requires special network deployment installation images for the software to function in a network environment) – includes evaluation, testing and troubleshooting for all PC computers using Windows as an operating system, within an Active Directory Windows/Azure Active Directory networking environment.
- Creation and deployment of MAC based software used for learner support.
- Conducts on-going performance analysis of all hardware and software used within the College.
- Reports possible security risks of client machines which may affect the network. This involves researching multiples users and platforms.

#### **Hardware Configuration, Maintenance, and Troubleshooting**

**30%**

- Installation and configuration of computer related peripheral devices and associated software drivers – includes printers, scanners, specialized graphics adapters such as video capture boards, webcams, multimedia etc.
- Performs hardware diagnostics and maintenance on DELL desktops and laptops. This includes problem determination with DELL Canada.
- Performs hardware diagnostics and maintenance on Apple iMac and MacBook computers.

#### **Evaluate All New Hardware, Software, or other Technologies which Academic Departments Want or Need to Implement**

**10%**

- Keeping current and up to date on all computer trends and technologies specifically with respect to networking and PC hardware/software on a multitude of platforms.
- Researching and analyzing feasibility of any new hardware and/or software application academic departments or the College wishes to implement.
- Making necessary recommendations for implementation of any new hardware/software, or other technology used within the computing labs.

**Provide Advice and Guidance Regarding Computer Technologies****10%**

- Training new staff on networking, hardware and/or software issues.
- Provides advice, and technical support to St. Clair College User (including students) seeking technical assistance with problems.
- Acts as a resource person and provides feedback and recommendations to the Manager, IT Client Services.

**Other Duties as Assigned****5%****MINIMUM QUALIFICATIONS****EDUCATION**

The ideal candidate must possess a minimum of a 3-year degree or diploma in Electronics, Information Technology, Computer/Electronics, or equivalent. The ideal candidate must also possess formalized training in Windows and MAC OS Systems, A+ Certification, and/or DELL Certified is also preferred.

**EXPERIENCE**

The ideal candidate must possess a minimum of 5 years in the Information Technology field, which includes practical experience working with computer set-up and software installation. Preferably, 3 years with an intensive focus on Windows and Mac OS. The ideal candidate must also have a minimum of 1 year "help desk" and/or teaching experience pertaining to the technology field.

In order to be considered, internal applicants must be in good standing as defined in the College's Recruitment & Selection Policy.

**ANALYSIS & PROBLEM SOLVING**

- Failure or problems with College Client System(s), hardware and/or software and associated peripherals.
- Installation of all College Clients hardware and associated peripherals, software and upgrades.
- Connectivity issues.

**PLANNING/COORDINATING**

- Planning for the installation/set up of all College Client Systems, configuration, and integration.
- Planning comprehensive work schedule for troubleshooting and repairing of College Client Systems and related equipment.
- Managing multiple and conflicting projects while simultaneously acting as a technical resource.

Please forward your resume quoting the competition # by online application at <https://www.stclaircollege.ca/careers/apply>. This link includes those who have worked for the College within 1 year of this posting. Resumes must be received prior to the closing date and time.

**All active internal applicants MUST apply through the St. Clair College online application system:**

<https://intranet.stclaircollege.ca/human-resources/job-application-form.html>

Candidates with non-North American credentials must provide a [World Education Services \(WES\)](#) evaluation confirming the Canadian equivalency of the credentials. Candidates who have non-North American credentials who have not yet been assessed as indicated above are expected to make application to [WES](#). Offers of employment require a completed evaluation from [WES](#).

St. Clair College is committed to workplace diversity and provides accommodations to applicants with disabilities throughout our hiring process. If you require an accommodation, please contact Human Resources.

**START HERE GO ANYWHERE**