



Kahnawake Shakotii'takehnhas Community Services

## EMPLOYMENT OPPORTUNITY

---

### Desktop Support Technician

KSCS is looking for a highly skilled & experienced individual to provide support services to employees having technical problems and information technology issues.

Under supervision of the Team Leader of Support Services the Desktop Support Technician applies learned skills, knowledge, and practical experience to semi-routine tasks associated with the job using established practices and standard procedures to complete assignments.

#### Required Education & Experience:

- Bachelor's Degree in IS Technology with three to five (3-5) years' experience working in a business office environment. Or
- CEGEP and/or vocational diploma in a computer discipline with three to five (3-5) years' experience working in a business office environment. Or
- Minimum High School diploma with five to seven (5-7) years' experience working in a business office environment.

**Status:** Indefinite full-time position, with a 6-month probationary period.

**Salary:** Starting at \$34.52/hour.

**Schedule:** 35 hrs/week; must be willing to work flexible hours as necessary.

**If you believe you possess all the requirements listed in the full job description for this position, and you wish to pursue a rewarding career with excellent benefits at KSCS, please forward your complete application to:**

KSCS Human Resources at [humanresources@kscskahnawake.ca](mailto:humanresources@kscskahnawake.ca). You must include a resume, letter of intent, along with your completed application form and required documents as specified within the application form. Full job descriptions are available at [www.kscs.ca](http://www.kscs.ca). Call 450-632-6880 for more info.

**Deadline to apply is:** Open until filled.

GENERAL INFORMATION	
<b>Code:</b>	IS1
<b>Job Title:</b>	Desktop Support Technician
<b>Department:</b>	Organizational Support Services
<b>Date of Job Description:</b>	November 2023
<b>Date of Revision:</b>	
<b>Job Reports To:</b>	Information Systems Manager

JOB DESCRIPTION SUMMARY
<p>Under the supervision of the Team Leader of Support Services, the Desktop Support Technician applies learned skills, knowledge, and practical experience to semi-routine tasks associated with the job using established practices and standard procedures to complete assignments.</p> <p>The Desktop Support Technician is responsible to design, plan, install, and maintain PC systems. Coordinates, diagnoses, and troubleshoots incoming employee calls and service tickets. Provides support services to employees having technical problems and information technology issues involving desktop, laptop, or network services, email support, and telephone system support from local personnel. Provides timely resolution of problems or escalation on behalf of user or recommends solution to ISM. Provides regular activity updates to ISM. Supports and maintains effective relationships with users. Develops, documents, and implements standard operating procedures in conjunction with the Team Leader of Support Services training methodologies, and customer service guidelines relating to IT support.</p> <p>Decisions are based on independent judgment often requiring further investigation and evaluation and are within generally defined parameters and in alignment with business objectives. Alters approach or recommends broader procedural changes to accomplish desired results. Recommendations and decisions are generally accepted as accurate and sound. Seeks consultation or guidance as needed.</p>

CORE RESPONSIBILITIES AND DUTIES	
Core Responsibilities	Duties
<p><b>In collaboration with the Technical Support Team, provides end-user support, software support, and guidance.</b></p>	<ul style="list-style-type: none"> <li>➤ Assists in the administration of end-users, peripherals, and network directory services.</li> <li>➤ Assists the Technical Support Team to provide IT support to all KSCS offices and services operating under KSCS. <ul style="list-style-type: none"> <li>• Provides end-user support to Microsoft Programs, Office suite, and other KSCS business software. Provides timely and effective technical support to end-users via phone, email, in person, or remote assistance.</li> </ul> </li> <li>➤ Diagnoses and troubleshoots hardware and software issues related to desktops, laptops, printers, and other peripherals.</li> <li>➤ Assists with the setup and configuration of new computers and software applications.</li> <li>➤ Resolves issues related to operating systems, software applications, and network connectivity.</li> <li>➤ Identifies and resolves PC support problems.</li> <li>➤ Organizes and prioritizes support calls and workloads.</li> <li>➤ Maintains an escalation and tracking system to allow the IT Team to identify, track, monitor, and manage service requests to improve productivity.</li> <li>➤ Maintains accurate records of support requests, resolutions, and equipment inventory.</li> <li>➤ Provides feedback on the creation of user guides and documentation for common troubleshooting procedures.</li> <li>➤ Conducts use training sessions on software and IT best practices as needed.</li> <li>➤ Work in collaboration with the Technical Support Team to complete shared projects and initiatives.</li> <li>➤ Escalates complex issues to higher-level support or IT management as needed.</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Installs, upgrades, and configures software applications.</li> <li>➤ Collaborates with software vendors for issue resolution when necessary.</li> </ul>
<b>Maintains IS equipment and hardware.</b>	<ul style="list-style-type: none"> <li>➤ Assists in the administration, configuration, and support of Microsoft Office 365.</li> <li>➤ Carries out projects, PC rebuilds, hardware and software upgrades, etc. Maintains hardware inventory and assists with procurement as needed.</li> <li>➤ Assists in the creation of documentation as required.</li> <li>➤ Does periodic reporting of support system and activities.</li> <li>➤ Assist in the maintenance of the local and wide area network to keep it functioning efficiently at all times.</li> <li>➤ Assists with the administration and implementation of system deployment tools.</li> <li>➤ Gives weekly briefing updates to Team Leader of Support Services.</li> <li>➤ Prepares the monthly summary reports of activities.</li> <li>➤ Provides, normal hardware maintenance and troubleshooting tasks.</li> <li>➤ Conducts routine maintenance and preventative measures on desktops and laptops.</li> </ul>
<b>Ensures the security of IS data and enforces IT security policies and procedures.</b>	<ul style="list-style-type: none"> <li>➤ Stays up to date with technological trends and recommends improvements to enhance IT operations.</li> <li>➤ Assists in the implementation and enforcement of IT security policies and procedures.</li> <li>➤ Ensures compliance with data protection regulations and KSCS policies.</li> <li>➤ Contributes to cybersecurity awareness initiatives.</li> </ul>
<b>Performs any other job-related duties as may be required by the immediate Supervisor.</b>	

<b>COMMUNICATIONS</b>	
<b>Team Work:</b>	➤ Commonly requires a level of collaboration and cooperation to get work or projects complete.
<b>Advising:</b>	➤ Commonly provides information that must be understood and explained.
<b>Training:</b>	➤ Commonly provides training or giving information to stakeholders or clients.

<b>ENVIRONMENTAL FACTORS</b>	
<b>Types of Schedule:</b>	➤ Regular work week, occasional flex.
<b>Stress Factor:</b>	➤ Moderate stress (some periods of high stress).
<b>Deadlines:</b>	➤ Some tight deadline (unplanned).
<b>Environment</b>	➤ Manipulates medium loads, 15-60 lbs occasionally heavy loads.

<b>ACCOUNTABILITY</b>	
<ul style="list-style-type: none"> <li>➤ To provide services in a manner consistent with terms and conditions of the employment agreement, the personnel policies, standard operating procedures and directives.</li> <li>➤ To provide assistance in implementing and maintaining the computer networks.</li> <li>➤ To ensure the effective and efficient integration of systems and sharing of departmental information.</li> <li>➤ To maintain high level of "uptime" for all information systems.</li> <li>➤ To provide accurate and on-time technical support and general advice to end-users.</li> <li>➤ To ensure the comprehensive, effective and efficient support to the servers and networks.</li> <li>➤ To maintain confidentiality practices.</li> </ul>	

<b>QUALIFICATIONS</b>	
<b>Education and Experience</b>	<ul style="list-style-type: none"> <li>➤ Bachelor's Degree in IS Technology with three to five (3-5) years' experience working in a business office environment. Or</li> <li>➤ CEGEP and/or vocational diploma in a computer discipline with three to five (3-5) years' experience working in a business office environment. Or</li> <li>➤ Minimum High School diploma with five to seven (5-7) years' experience working in a business office environment.</li> </ul>

<p style="text-align: center;"><b>Skills and Requirements</b></p>	<ul style="list-style-type: none"> <li>➤ Knowledge of PC hardware, Microsoft operating systems and Microsoft Office software.</li> <li>➤ Knowledge of Windows Active Directory.</li> <li>➤ Knowledge of Microsoft Office 365.</li> <li>➤ Working knowledge of computer networks and TCP/IP protocols.</li> <li>➤ Excellent problem-solving, analytical skills, focused decision-making and open to challenges.</li> <li>➤ Strong work ethic.</li> <li>➤ Ability to multitask and work under pressure.</li> <li>➤ Working knowledge of website maintenance and support.</li> <li>➤ Working knowledge of Linux.</li> <li>➤ Super User in Microsoft Office.</li> <li>➤ Valid driver's license and access to a vehicle are a requirement.</li> <li>➤ Ability to deal with moderate to high stress.</li> <li>➤ Willingness to work some overtime on evenings and weekends.</li> <li>➤ Lifestyle must reflect that of a positive role model.</li> </ul>
<p style="text-align: center;"><b>Assets</b></p>	<ul style="list-style-type: none"> <li>➤ Knowledge of Kanien'keha language.</li> </ul>