ITS Technician - Infrastructure & Cybersecurity - 2189

Job Title
ITS Technician - Infrastructure & Cybersecurity

Job Type
Permanent Full-time

Career Level
Support

Education
DEC

Category
Information Technology

Salary Grade
Data Processing Technician - $24.21 - 32.32

Job Description
IMPORTANT: Effective immediately

Typical work schedule: Monday to Friday 8:00- 16:00.
Note: schedule may be assigned, and overtime may be required.

APPLICATION DEADLINE: May 9, 2024

JOB SUMMARY UNDER THE SUPERVISION OF THE ITS COORDINATOR OF INFRASTRUCTURE AND
CYBERSECURITY AND AS PART OF THE ITS TEAM. THE PRIMARY RESPONSIBILITY OF THE IT TECHNICIAN
IS TO INSTALL, MAINTAIN, DIAGNOSE AND REPAIR COLLEGE COMPUTER SOFTWARE AND HARDWARE,
PERIPHERALS, AUDIO-VISUAL EQUIPMENT AND MOBILE DEVICES, AND TO PROVIDE IN-PERSON OR
REMOTE ASSISTANCE TO COLLEGE STAFF AND STUDENTS.

DUTIES AND RESPONSIBILITIES

- Support key infrastructure and cybersecurity initiatives as required.
- Provide on-premises and remote-access 1st and 2nd level technical support to staff and students (end users) making use
  of the College's computer hardware, software, network components, audio-visual equipment and peripherals.
- Deliver end user technical support and assistance in person or using remote assistance tools which may also include
  telephone, e-mail and chat program (e.g. Microsoft Teams);
- Verify, install, configure, set-up and maintain College computer hardware, software, network components, peripherals
  and audio-visual equipment;
- Diagnose, recover, repair, or coordinate repairs of College IT equipment;
- Perform troubleshooting of software and hardware problems;
- Retrieve, process and report on incident and request tickets from the College's ITSM ticketing system (Octopus);
  - Pro-actively resolve ITSM (Octopus) incident and request tickets previously opened and/or resolve tickets
    assigned to them by administrative support or management;
- Resolve issues in a prompt and efficient manner, prioritizing based on impact and urgency;
  - Escalate issues as necessary to meet service level and operational level agreements;
  - Open service tickets for end users, document all actions taken to resolve or attempt to resolve issue so that
    administrative support or management may reassign to the appropriate technician;
  - Where possible, provide proactive support leveraging monitoring systems and other tools in order to resolve
    potential system issues before impact is realized;
  - Replace administrative support agent Help Desk staff member when on breaks or leave;
- Keep up to date with technology and software advancements in areas related to College functions;

- Train other technicians as required;
- Perform any other related tasks falling within the scope of the job classification as required.

QUALIFICATIONS:
Education

- College diploma (DEC) in Computer Science, or an equivalent diploma or attestation of studies recognized by the competent authority

Specific Requirements:

- Ability to diagnose and resolve hardware and software problems, recognize the entire scope of an issue and participate objectively towards resolution
- Ability to perform remote troubleshooting of typical IT issues that occur in a multi-user environment
- Ability to maintain and repair computers, network, peripherals, and audio-visual equipment
- Have a strong understanding of end user computing hardware and audio-visual equipment
- Fundamental understanding of servers and networking
- Have experience using a variety of software and environments including Microsoft 365, Windows 11, macOS, and familiarity with desktop virtualization.
- Demonstrated basic of use of electrical and manual hand tools, testing and diagnostic devices
- Team oriented
- Proven ability to multi-task, work under pressure, prioritize and meet deadlines
- Proactive service-oriented person with a positive attitude
- Strong critical-thinking, communication, and customer service skills
- Autonomous and self-motivated – able to work with minimal supervision
- English (advanced oral, comprehension and intermediate written)
- French (intermediate oral and comprehension, basic written)

Testing may be required to demonstrate knowledge of:

- French (intermediate oral and comprehension, basic written)
- English (advanced oral, comprehension and intermediate written)

Organizational Unit
John Abbott College -> Facilities and Information Technology 7090 -> Information Technology Services 8011

Location
John Abbott College - Ste-Anne-de-Bellevue, QC H9X 3L9 CA (Primary)

Team
NON-TEACHING TEAM

# of Hires Needed
1

Deadline Date
5/9/2024