



Computer Technician (Help Desk)
Competition Number: 2009-135R

We are seeking a dynamic individual with excellent customer service skills to provide first level technology support in an educational environment. As an IT professional with technical support experience, you will have a strong command of the English language to deliver solutions to clients in person and by telephone. You must also have demonstrated abilities and experience in a Help Desk environment, and be able to work independently or within a team. Classroom technology support experience will be considered an asset to this position.

JOB POSTING

(EXTERNAL)

POSITION:	Computer Technician (Help Desk)	COMPETITION #:	2009-135R
DEPARTMENT:	CEIT	CLASSIFICATION:	Pay Level 13 \$1556.50 bi-weekly
REPORTING STATION:	New Westminster		

This regular, full-time position is available immediately. Shifts: Monday to Friday Noon to 8:00 p.m.

PRIMARY FUNCTION:

To provide support for the users of college computer related systems, including hardware and software. Creates and maintains an effective and efficient help desk facility. Ensures computer service issues are dealt with in a timely and constructive manner. Assigns computer related tasks and analyzes service related data. Maintains micro-computers and related peripherals.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Good working knowledge of the English language together with excellent oral and written communication skills.
- Completed a Diploma program in computer studies at a recognized post-secondary institution; plus one year related work experience which will include a minimum of 6 months direct work experience providing effective telephone support in a Help Desk environment; or an equivalent combination of training and experience.
- Excellent knowledge of College-supported standard computer applications including word processing, spreadsheets, electronic mail and other supported applications together with demonstrated analytical and problem solving skills.
- Proven ability to develop and implement procedures and documentation.
- Maintains an ongoing technical knowledge of micro computer related equipment including proficiency in use of MS-DOS, Windows, Novell and NT as used by the College.
- Demonstrated ability to physically lift and carry various computer related equipment.
- Demonstrated ability to work with a minimum of supervision, as well as being able to establish priorities and achieve deadlines.
- Demonstrated ability to effectively train users on computer-related equipment.
- Ability to work with considerable independence of action together with excellent organizational skills and an ability to establish priorities and achieve deadlines.
- Strong interpersonal and conflict management skills including a demonstrated ability to develop, establish and maintain effective working relationships with administrators, faculty and staff.

[LINK TO JOB DESCRIPTION](#)

It is the responsibility of all interested applicants to ensure that a CURRENT RESUME AND COVER LETTER is received by the Employee Relations Department by **open until filled**.

Late applications will only be accepted if the employee is absent from work due to sickness or vacation at the time of posting and provided the application is received before another applicant is selected.

Please submit your resume and cover letter to jobs@douglas.bc.ca

NOTES:

- Qualified internal applicants shall be given first consideration in filling this position.
- If no applicant fully meets the pre-requisites, appointment may be made at a lower classification level.
- Regular employees contemplating on applying for temporary positions should refer to Article 28.1(a) and Article 28.1(d) of the collective agreement.

Douglas College offers an excellent salary/benefits package, including indexed pension plan, on-site fitness and daycare facilities, and opportunities for professional development.
