

UFVSUS

hr@ufvsus.ca

The University of the Fraser Valley Student Union Society (SUS) is a BC Not-For-Profit Society representing and serving our UFV student members. The SUS manages the Student Union Building and facilities a number of services such as the UFV Campus Connector, food services, student advocacy, financial aid, events, in addition to clubs and associations support. As the official representative body of UFV students our mission is to create a strong, unified student voice, provide innovative and valuable services and developmental opportunities to our members by advocating on behalf of and collaborating with the Student Body, UFV and the wider community.

IT Support Service Employee

Work Schedule: 20-40 hours a week.

Reporting to: IT Manager

The IT Support Service Employee is a position in the Services wing of the Student Union Society. The incumbent will adhere to the rules, regulations and employment standards established by the UFV SUS.

This position will work the IT Support Service located on the Abbotsford UFV Campus in the Student Union Building and work on IT troubleshooting, repairing, and assisting students with their technical computing needs. The primary position will be based on past experience and interview. The Employee reports the IT Manager and provides hardware and software support, consultation, and recommendations by providing service in an effective and efficient manner.

This is a contract position that lasts from January 15th to April 30th 2017. Candidates must be current students of UFV and take at least one course in both the Fall and Winter semesters.

RESPONSIBILITIES AND DUTIES OF THE IT SUPPORT SERVICE EMPLOYEE

- Assist users with their hardware issues over the telephone, face to face and through emails.
- Determine users' technical needs and provide them with appropriate solutions
- Install hardware, software and device drivers on standalone computers
- Test computers peripherals, hardware and software
- Upgrade software, patches and operating systems.
- Troubleshoot hardware and software problems

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- Act as a technical resource in order to assist users with resolving computer issues
- Answer tickets and emails pertaining to users' computer problems
- Ensure that all computers are secured effectively by installing and updating antivirus software
- Install/Upgrade antivirus and firewalls on computers and networks to ensure security
- Handle data backup activities by ensuring appropriate running of backup servers and drives
- Be familiar with all hardware and software
- Be familiar with network operating system
- Provide recommendations about accessing information and support
- Maintain current and accurate inventory of technology hardware, software and resources
- Recommend purchases for both software and hardware
- Install programs and software onto each computer according to the specific needs of the user
- Perform other related duties as required during working hours.

QUALIFICATIONS AND ASSETS

- Willingness to learn and develop professional skills;
- Computer hardware and software systems and programs;
- Computer networks, network administration and network installation;
- Multi-OS troubleshooting;
- Computer viruses and security;
- E-mail and internet programs;
- Must work with and treat all people respectfully and equally;
- Professional work ethic, exercising of good judgement, tact, initiative, and high degree of diplomacy;
- Able to manage deadlines and plan tasks well in advance;
- Strong ability to research and analyse information;
- Superior organization and administration abilities;
- Working both independently and cooperatively as part of a team;
- Excellent verbal and written communication.

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QUALIFICATIONS AND ASSETS (Preferred but not required)

- Proficiency in Apple OS devices
- Proficiency in Android devices

WORKING CONDITIONS

Physical Demands

The Information Technician will have to spend long hours sitting and using office equipment and computers, which can cause muscle strain. The Information Technician will have to do some lifting of computer equipment, supplies and materials from time to time.

Environmental Conditions

The Information Technician may have to manage a number of projects at one time, and may be interrupted frequently to meet the needs and requests of clients. The Information Technician may find the environment to be busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks.

Sensory Demands

Sensory demands include use of the computer, which may cause eyestrain and occasional headaches.

SALARY

Starting \$10.85 per hour, up to 40 hours per week.

APPLICATION PROCEDURE

Please send a cover letter and resume to hr@ufvsus.ca or via the UFV Career Link posting. Please list your preferred position that you would like to apply for in the body of the email or the cover letter. Please also include an attached schedule of hours you would be available to attentively work next year.

We thank all applicants for their interest; however, only selected candidates will be contacted for an interview.