



## EXTERNAL JOB POSTING

January 14<sup>th</sup>, 2019

### System Support/ Developer

Full-time Contract Position

University Students' Council of the University of Western Ontario is seeking a System Support/ Developer for the Information Systems Department on a full-time basis for a 1-year contract. There is potential for this position to be extended to a permanent role.

Reporting to the Senior Manager of Information Systems, the successful candidate would hold two main roles. First, you would be responsible for developing software, web and database solutions to address USC-wide operational and service initiatives. The ideal candidates will possess full stack development experience, with excellent knowledge of WAMP, PHP, HTML 5, CSS3/4, SQL, and JavaScript; along with experience with WordPress installations, customizations, and maintenance. Additionally, working as part of the support team, you will assist in resolving desktop and server issues.

The ideal candidate will also be highly motivated to work in a fast-paced environment, be extremely well organized, detail oriented, have strong interpersonal skills, excellent time management skills, and be focused to providing a positive experience to end users. The successful candidate will have a Bachelor's Degree in Computer Science, Software Engineering, equivalent field, or at least 2 years of relevant experience in web and software development.

The successful candidate must be highly motivated, show initiative, and possess problem solving skills. Must be able to work unsupervised

Hours of work are 8:30 am – 4:30 pm from Monday to Friday however these hours are subject to change due to fluctuating operating hours. During peak periods the hours of work may be adjusted to accommodate increased work load. Occasional overtime may be required.

Please forward resume for review by February 1<sup>st</sup> at 4:30 p.m. to:

**USC People and Development  
University Students' Council of The University of Western Ontario  
Room 340, UCC Bldg.  
London, ON N6A 3K7  
FAX: (519) 661-2094  
[applications@westernusc.ca](mailto:applications@westernusc.ca)**

*Please note: The Corporation is currently accepting resumes from USC Bargaining Unit Employees and other internal applicants as per the Collective Bargaining Agreement. Only those deemed qualified will receive notification of an interview.*

*The University Students' Council of the University of Western Ontario is an equal opportunity employer.*

*The University Students' Council of the University of Western Ontario is an equal opportunity employer. The USC is committed to providing accommodations to those with disabilities. If you require an accommodation, we will work with you to meet your needs.*

**Job Title:**  
System Support / Developer

**Immediate Supervisor:**  
Senior Manager, Information Systems

**Division/Department:**  
Information Systems

**Effective Date:**  
January 2019

**Position Summary:**

The Systems Support / Developer position will be responsible for providing support to end users on a variety of desktop hardware and software issues. Under the direction of the Senior Manager, Information Systems, she will be responsible for the identification, development, and delivery of software solutions.

**Position Responsibilities:**

**1. SOFTWARE DEVELOPMENT**

- Experience in designing user interfaces / experience for web and mobile platforms.
- Experience with WordPress installations, customizations, and maintenance.
- Excellent knowledge of WAMP, PHP, HTML5, CSS3/4, SQL, and JavaScript.
- The ability to design and implement solutions in a Microsoft technologies environment (Native ASP, ASP.NET, MS SQL)

**2. OPERATIONAL**

- Use troubleshooting, logical processing and problem solving skills to resolve hardware, software, and network issues.
- Apply strong organizational, multi-tasking, and follow-through abilities in a fast paced environment.
- Research and validate new tools, processes, and methods for continual operational improvement.
- Produce documentation and resources on various products and projects to ensure effective knowledge management.
- Communicate clearly with potential and approved vendors on system requirements, expectations regarding service delivery, and related tasks.

**3. CUSTOMER SERVICE**

- Provide desktop and software applications issue resolution for reported user incidents.
- Provide training and support to end users during implementation and support phases of all IS projects.
- Help advance the organization by providing excellent customer service, good communication and interpersonal skills, and following through to ensure that problems have been completely resolved.
- Ensure that end users are always receiving quality service and support.

**4. PROJECT MANAGEMENT**

- Apply Project Management fundamentals in the implementation of new solutions.
- Manage or participate in various types of special projects, including cyclical technology refreshes, ongoing initiatives, and one time projects.

**5. SUPERVISION**

- Student Technology Infrastructure Intern.

**6. FINANCIAL**

- Assist with ecommerce billings and reconciliation.

*Other Responsibilities as assigned by the Senior Manager, Information Systems*

**REPORTS TO:** Senior Manager, Information Systems

**CONTACTS:**

*INTERNAL:* USC Managers, Staff, Executives, AVP, Coordinators, and Interns

*EXTERNAL:* Consultants for technical support.

**EDUCATION:**

Bachelor's Degree in Computer Science, Software Engineering, equivalent field, or relevant experience

**EXPERIENCE:**

At least two years experience in web and software development.

*NOTE: MAY USE EQUIVALENT COMBINATION OF EDUCATION/EXPERIENCE*

**OTHER CONSIDERATION/SKILLS:**

Communication skills, ability to self-motivate, willingness for continuous learning, skill in learning how to use and implement new technologies. Must be prepared to work a flexible schedule including days, evenings and weekends.