EXTERNAL JOB POSTING
June 2022

I.T. Support Technician
Full-time Position

The University Students' Council at Western University (USC) has identified investment in technology as an organizational priority and we are thrilled to begin a search for an I.T. Support Technician to join our union team on a full-time basis.

The I.T. Support Technician will be responsible for providing support to end users on a variety of desktop hardware and software issues. They will also assist the Senior Manager, Information Systems in identifying service gaps, researching alternatives, implementing solutions, and providing training to all USC staff.

This role will provide an exciting challenge for an emerging technology guru at one of the largest, most dynamic and complex not-for-profits in London. The successful candidate will have the unique opportunity to support a wide-range of technological initiatives and systems. Reporting to the Senior Manager Information Systems, the I.T. Support Technician will assume primary responsibility for the USC's diverse technology portfolio; serving as the in-house expert providing guidance and direction to staff, interns and volunteers.

The successful candidate will have experience in Windows and Mac desktop support, and be able to deliver exceptional customer support. Strong written and verbal communication skills are required.

Normal hours of work are 8:30 am – 4:30 pm from Monday to Friday. Some work outside of regular operating hours may be required.

Please submit your application by September 10th at 4:30 p.m. at:
https://westernusc.forms-db.com/view.php?id=329129

USC People and Development
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University Students' Council – Position Description

Position Title: I.T. Support Technician
Supervisor: Senior Manager, Information Systems

OVERVIEW

About the Organization

The University Students' Council (USC) is the official student association for more than 33,500 undergraduate students at Western University. Incorporated in 1965, we are widely viewed as one of the most reputable and effective student associations in North America. With a $30 million dollar operating budget, 40 full-time staff, and hundreds of part-time student staff and volunteers, the USC provides a robust offering of programs, services, and operations that significantly contributes to Western's student experience.

At our core, we are an advocacy organization, representing the voices of Western undergraduates to the University and all levels of government, but we are much more than that. We own and operate two restaurants, a clothing retail store, and a movie theatre. We facilitate the undergraduate health and dental plan, the student transit pass, and late night shuttle buses. We run major events including Western's Orientation Program, the Purple Concert Series, and Beer Fest. We provide peer support through a comprehensive peer network, the Peer Support Centre, and our on-campus Food Bank.

Our organization is led by a team of six student executives who work full-time on one-year terms. With the endorsement of the USC's 46 student councilors and support of the USC's 8 student Board members, the student executive directs all activities of the USC. Under their direction, the full-time staff (the full-time senior leadership team, managers, and unionized staff) work passionately and collaboratively to achieve our mission to enhance the educational experience and quality of life for all undergraduates at Western, and fulfill our vision that students have the power to change the world. Our core values dictate that we are democratic, inclusive, student led, accountable, and operate with integrity.

The USC offers a dynamic and exciting work environment, and an unparalleled place to grow as a professional and a person. With generous benefits, extensive professional development opportunities, and a supportive work culture, we pride ourselves on being a great place to develop and contribute to a meaningful cause.

About the Department

The Information Systems Department's mission is to enable effective, responsive communication through the application of technology. Responding to and anticipating our customers' needs – the requirements and expectations of staff and students – is the core vision of the Department.

We facilitate workflow automation and information exchange, using technical solutions to provide better, more convenient ways for staff to deliver USC services. The Department provides Windows server, PC and Mac desktop support; Google Workplace account management; web hosting and design services; support for our accounting software (Sage), club system, POS, payment processing and ecommerce platforms; and creation of online surveys and elections.

Continuous improvement of skills within the I.S. Department is encouraged. Courses, access to online training, organization memberships, and attendance at conferences are part of annual professional development within the Department. By keeping abreast of changes in information technology, and in consultation with appropriate user representation, we are able to select and recommend technology solutions to most effectively meet the goals, long-term strategy, and direction of the USC.

About the Role

This role provides an exciting challenge for an emerging professional to gain a wide breadth of experience across multiple disciplines. You will support senior leadership in making sound I.T. investments, managing vendor relationships, and ensuring the optimal operation of our I.T. infrastructure. The role includes oversight of all application and systems hardware and software, security best practices, and the delivery of I.T. support services.

Alongside the Senior Manager, you will play a key role in deploying and supporting appropriate technology resources to support organizational goals and objectives. You will have the opportunity to contribute to the success of campus-wide initiatives, such as Orientation, sustainability, the undergraduate clubs system, and cybersecurity. You will have the opportunity to learn and practice new skills in an environment like few others in Ontario.

DUTIES AND RESPONSIBILITIES

1. **Operational**

○ Use troubleshooting and problem-solving skills to resolve hardware, software, and network issues on PCs, Macs and Windows Servers.
○ Prevent issues by patching systems, managing backups, and maintaining best practices.
○ Research and evaluate new tools, processes, and methods for continuous operational improvement. Identify potential issues and recommend opportunities to enhance our infrastructure.
○ Strong organizational and time management skills are key to success in this role.
○ Direct or participate in various types of special projects, including cyclical technology refreshes, ongoing initiatives, and one time projects.

2. **Administration**

○ Maintain an accurate inventory of computer systems and peripherals, including registering networked devices with Western's RAMP system.
○ Create documentation and other support resources to ensure the effective introduction of new devices or services.

3. **Customer Service**

○ The role requires strong interpersonal skills and the ability to assist clients of varying technical abilities, following through to ensure that issues have been completely resolved.
○ Provide training and support to end users during the implementation and support phases of all I.S. projects.
○ Able to use simple and concise language to communicate complex ideas. Utilize proper grammar and syntax at all times.

QUALIFICATIONS

○ Two year I.T. Support Diploma or equivalent experience.
○ Prior experience in a desktop support / computer repair environment with a strong emphasis on customer service is ideal but not required.

OTHER CONSIDERATIONS / SKILLS

○ Must possess strong communication skills, ability to self-motivate, willingness for continuous learning, skill in deciding how to best use and implement new technologies.

WORKING CONDITIONS

○ On-site in-person interaction with staff in an office and mixed-retail environment.
○ Seated computer work, standing for long periods of time, and stoop/crouch/kneel activities. Lifting / moving of light materials.
○ Occasional evening and weekend work on short notice as required to resolve support issues or minimize service disruptions to staff.