



PROVIDENCE

IT SUPPORT TECHNICIAN

The Providence campus is on 100 acres in southern Manitoba, 30 minutes south of Winnipeg (the Province's capital city) near numerous towns that offer opportunities for involvement in church and youth ministry.

The vision of Providence is to be identified among Canada's foremost Christian universities as a learning community that transforms students into leaders of character, knowledge and faith, to serve Christ in a changing world. A Christian academic community in the evangelical tradition, Providence teaches people to grow in knowledge and character for leadership and service.

POSITION OVERVIEW

Reporting to the Director of Information Technology, the IT Support Technician is focused on the day-to-day management of our IT infrastructure and support of users. The IT Support Technician works with the other members of the IT Departments to provide a reliable, secure and useable IT environment.

SUMMARY OF DUTIES AND RESPONSIBILITIES

(Note that duties for this position are shared with another technician)

MAINTAIN NETWORK SERVERS AND NETWORK INFRASTRUCTURE

- Maintenance and upgrades of physical network infrastructure and peripherals, e.g. cabling, switches, routers, Wi-Fi AP's, servers, printers, UPS etc.
- Software installation, configuration and upgrades to above, including virtual servers
- Maintain and ensure integrity of data/disaster recovery, e.g. backups and replication

PERFORM NETWORK ADMINISTRATION TASKS

- Network account creation, modification and deletion
- Email and phone/skype setup, configuration and maintenance
- Manage access to shared resources such as files and printers

MONITOR AND MAINTAIN TECHNOLOGY USED IN OFFICES, CLASSROOMS AND PERFORMANCE AREAS

- Diagnose and solve hardware and software issues with computers, printers, etc.
- Reinstall, reconfigure or upgrade software
- Maintain classroom A/V technology such as projectors, speaker systems, cameras, microphones and cabling
- Monitor and replace consumables such as toner and projector lamps
- Keep an up-to-date inventory of office and classroom technology for tracking and insurances purposes



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PROVIDE TECHNOLOGY SUPPORT TO STUDENTS, STAFF AND FACULTY

- Technical support for staff, faculty and students with hardware and software issues on office, classroom and BYOD devices
- Support for audio video conference calling for meetings and distance learning classroom
- Set up and support the connectivity of A/V conference calls and configure Clear One units

PLAN AND IMPLEMENT TECHNOLOGY FOR UPGRADES AND PROJECTS

- Plan and implement technology replacement or upgrades
- Assess needs of a particular room or space and plan for technology that will help facilitate those needs
- Prepare a cost-benefit analysis
- Research and purchase appropriate equipment within budget restraints
- Train end users and provide documentation where needed

PROVIDE SUPPORT FOR ON-CAMPUS EVENTS AND FACILITY RENTALS

- Set up the appropriate equipment for events and banquets on campus
- Serve as equipment operator when needed

EDUCATION & QUALIFICATIONS

- Minimum 1 year in higher education – College or Technical school certificate in Computer Networking, Network Administration or Network Security preferred
- Minimum 1 to 2 years of practical experience preferred
- Work in a customer service environment is an asset
- Industry certifications such as CompTIA Network+, Security+, Microsoft Certifications or are a definite asset (will be required within a reasonable timeframe)
- Experience with physical hardware installation and maintenance (servers, desktops, and networking hardware and cabling)
- Experience or ability to work with: Windows and Linux server configuration and maintenance, Hyper-V and VMWare virtualization, Router and switch configuration
- Experience installing operating system and application software
- Experience with a wide range of technology including computers, peripherals, personal devices and sound equipment
- Proficient in MS Office 365
- Experience with PowerShell scripting or programming is an asset



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COMPETENCIES

- Customer service oriented
- Strong troubleshooting ability
- Ability to pick up new technologies quickly
- Strong general technological understanding
- Good time management and organizational skills
- Confidentiality: ability to exercise discretion and confidentiality with staff, student and financial information
- Communication: excellent oral and written skills and interpersonal communication
- Dependability: reliable, responsible and punctual
- Teamwork: ability to work as part of a team and unsupervised

PERSONAL COMMITMENT

- Be in good standing with a local church and have an enthusiastic personal faith commitment
- Be committed to Christian higher education and to Christian ministry
- Affirm the Covenant of Faith of Providence University College and Theological Seminary as outlined in the Employee Handbook
- Able and willing to uphold the Covenant Of Community Life and model conduct accordingly

WORK ARRANGEMENT

- This is a full time position with a 37.5 hour per week work schedule. Normal business hours are 8:15 AM – 4:30 PM, Monday – Friday (2 - 15 minute coffee breaks; 45 minutes for lunch)
- Some evenings and/or weekends required
- Must be at work on time in the morning
- Physical ability to lift and carry computer equipment up to 50 lb up and down stairs and climb a stepladder
- Occasional evenings and/or weekend work may be required to support special events in emergency technical situations

APPLY

- Please send your Cover Letter and Resume to hr@prov.ca.
- Applications will be considered until the position is filled.
- We thank all applicants for their interest. Only applicants selected to proceed in the competition will be contacted.
- Questions regarding this position can be sent by email to hr@prov.ca.