



# PROVIDENCE

## IT SUPPORT TECHNICIAN

For nearly a century, Providence has been a Christian academic community in the evangelical tradition, dedicated to teaching individuals to grow in knowledge and character for leadership and service. Our vision is to become a leading Canadian Christ-centered university, transforming students into leaders of Knowledge, character, and faith to serve Christ in a changing world.

### POSITION OVERVIEW

The IT Support Technician plays a critical role in providing reliable and secure IT support to the Providence community, including students, staff, faculty, campus guests, and external event rentals. This position involves both remote support for our Otterburne location and on-site support for our Winnipeg location, collaborating closely with our external IT Managed Service Partner.

### SUMMARY OF DUTIES AND RESPONSIBILITIES

#### PROVIDE HELPDESK SUPPORT

- Receive and address assigned tickets within agreed SLA, escalating when necessary.
- Perform on-site activities as required.
- Support external IT Managed Service Provider
- Resolve incidents and service requests via the helpdesk ticket process.
- Follow up on IT issues and communicate resolutions to end-users through the ticketing system.
- Provide physical hands for the maintenance and upgrades on physical network infrastructure and peripherals (e.g., cabling, switches, routers, Wi-Fi APs, servers, printers, UPS).
- Install, configure, and upgrade software on network infrastructure, including virtual servers.
- Support the backup/restore process and perform checks on backups and replication.
- Create, modify, and delete network accounts.
- Manage access to shared resources (files, printers).

#### SUPPORT TECHNOLOGY IN OFFICES, CLASSROOMS, AND PERFORMANCE AREAS

- Diagnose and resolve hardware/software issues with computers and printers.
- Reinstall, reconfigure, or upgrade software as needed.



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- Maintain classroom A/V technology (e.g., projectors, speakers, cameras) and monitor consumable replacements.
- Assist in keeping an accurate inventory report of office and classroom technology.

## PROVIDE TECHNOLOGY SUPPORT

- Offer technical support for hardware/software issues on various devices (office, classroom, employee BYOD).
- Assist with audio/video conference calls for meetings and distance learning.
- Provide training and documentation for end users.

## PLAN AND IMPLEMENT TECHNOLOGY UPGRADES

- Assist in researching and purchasing equipment.
- Provide training and documentation for end users.

## SUPPORT ON-CAMPUS EVENTS AND FACILITY RENTALS

- Set up equipment for campus events and banquets.
- Operate equipment as needed during events.

## SUPPORT RESILIENCY

- Assist in data recovery and service restoration following incidents.
- Assist in maintaining a stable operation of network services and workstations.

## COMPETENCIES

- Communication: Excellent oral and written skills; ability to communicate technical information clearly.
- Analytical Thinking: Ability to understand complex inter-system dependencies and troubleshoot effectively.
- Problem Solving: Systematic and structured approach to resolving issues.
- Confidentiality: Maintain discretion with sensitive information.
- Dependability: Reliable and punctual.
- Teamwork: Ability to collaborate with team members and work independently.

## EDUCATION & QUALIFICATIONS

- College or technical school certificate in Computer Networking, Network Administration, or Network Security preferred.
- 1 to 2 years of practical experience preferred.



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- Industry certifications (e.g., CompTIA Network+, Security+, Microsoft Certifications) are a strong asset.
- Experience in hardware installation and maintenance (servers, desktops, networking).
- Familiarity with Windows and Linux server configuration, Hyper-V, VMWare, and networking devices.
- Proficient in MS Office 365 and MS Cloud infrastructure (Azure Active Directory).
- Experience with administration of MS SharePoint 365 and OneDrive
- Experience with PowerShell scripting is an asset.
- Previous experience in a customer service environment is preferred.

## PERSONAL COMMITMENT

- An active personal Christian faith commitment.
- A commitment to Christian higher education.
- Support the Providence mission, vision, and values.
- Affirm the Providence [Statement of Faith](#)
- Agree to abide by the Providence [Covenant of Community Life](#)

## WORK ARRANGEMENT

- Ability to lift and carry computer equipment (up to 50 lbs) and navigate stairs/stapladders.
- Willingness to work outside of regular hours for special events or emergencies.
- A cell phone is required for communication (stipend provided).
- This position will primarily be working out of our Winnipeg location providing remote support for our Otterburne location and on-site support for our Winnipeg location.

## APPLY

Submit a cover letter and resume by email to:

Betty Shore, Interim Director of IT  
c/o Marlin Reimer, Director of Human Resources  
Email: [hr@prov.ca](mailto:hr@prov.ca)

Start Date: As soon as possible.

Consideration of applications will continue until the position is filled. All qualified candidates are encouraged to apply; however, Canadian citizens and Permanent Residents



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will be given priority. Applications from members of underrepresented groups are especially welcome. We thank all applicants for their interest. However, only those selected to proceed in the application process will be contacted.

Further information about Providence University College and Theological Seminary may be found at [prov.ca](http://prov.ca).