

Temporary Computer Technician
Information & Instructional Technology Department
Anticipated Length of Temporary Position: 6 Months
Annual Salary: \$56,678 (\$31.14 per hour)

SCOPE

Reporting to the Manager of IIT Support Services, the incumbent will support schools and Board sites with their day to day IT needs and assist with other IT related projects.

DUTIES

1. Support staff and students to resolve end user problems.
2. Troubleshoot and resolve iPad, PC, and network issues.
3. Replace, repair, upgrade, and install computers, printers, iPads and other IT equipment.
4. Log all daily activities in work order system.
5. Provide exemplary customer service and establish strong relationships with schools and end users.
6. Work with and maintain various software and hardware tools.
7. Liaise with vendors regarding hardware and software problems.
8. Perform other duties as assigned.

QUALIFICATIONS

1. Three year University degree or College diploma in information technology, computer science, networking or an equivalent combination of training and experience providing software support and equipment repair.
2. Three or more years of experience in the field of computer support.
3. Knowledge of IOS, iPads, and other Apple Products.
4. Experience with an MDM is considered an asset.
5. Excellent communication and interpersonal skills with an emphasis on teamwork and client service.
6. Excellent analytical and problem-solving skills.
7. Working knowledge of various software packages, eg. hardware/software drivers and configuration managers, PC diagnostics and utility programs, Windows desktop and server operating systems, Mac operating systems, SCCM, and Network Monitoring tools such as Cisco Prime, Aruba Airwave, and Orion.
8. Knowledge of (Category 5, 5e, 6 and above) wiring standards, the TCP-IP networking protocol, and the ability to use various interface and configuration software.
9. Apple Technician Certification or working towards certification would also be considered an asset.
10. A valid Ontario driver's license and reliable vehicle.

[click here](#) to apply

Hamilton-Wentworth District School Board is committed to equity in employment. As an equal opportunity employer, we are committed to establishing a qualified workforce that is reflective of the diverse population we serve. The Board is committed to providing accommodations throughout the recruitment and selection process. If you require accommodation, please notify us in advance and we will work with you to meet your needs. We encourage applications from all qualified individuals; however, only those under consideration will be contacted.