

REGULAR PART TIME (RPT) OPPORTUNITY

Help Desk

Department:	I.T. Services	Competition #:	21-PTSS-04
Campus:	Windsor	Classification:	Junior Atypical Support Services Officer
Posting Type:	Internal	Hourly Wage:	\$24.77
Status:	Regular Part-Time (4 Positions)	Hours per Week:	24Hrs./Wk.
Testing:	Yes	Weekly Schedule:	To Be Determined
Start Date:	As Soon As Possible	Closing Date:	Wednesday June 23rd, 2021 at 4:30pm

Position Summary:

Reporting to the Manager of I.T. Client Services, the Junior Atypical Support Services Officer will support the department by functioning in a busy office environment as part of a team. The ideal candidate will demonstrate tact and diplomacy and will provide outstanding customer service. Strong computer skills in Microsoft Suite and organizational skills are required and will be tested.

Summary of Duties:

- Serve as first point of contact for students and staff seeking technical assistance via phone, ticketing system or in person.
- Provide information on I.T. processes and services.
- Performs basic troubleshooting.

Position Requirements:

TRAINING/TECHNICAL SKILLS: Required skills normally acquired through attainment of a three-year Community College diploma, or a three-year undergraduate University degree, or equivalent. Job duties require the ability to organize complex statistical information and/or understand and apply the elementary principles of a science or a professional discipline.

EXPERIENCE: More than three years and up to five years of practical experience.

As our ideal candidate,

- You will have excellent verbal and written communication skills with strong attention to detail;
- You will have a high degree of multi-tasking and time management capabilities;
- You are committed to providing excellent customer service;
- You are able to think fast and problem solve where appropriate;
- You will be proficient in MS Office with knowledge of Blackboard and PeopleSoft

Please forward your resume quoting the competition # by online application at <https://www.stclaircollege.ca/careers/apply> . This link includes those who have worked for the College within 1 year of this posting. Resumes must be received prior to the closing date and time.

All active internal applicants MUST apply through the St. Clair College online application system:
<https://intranet.stclaircollege.ca/human-resources/job-application-form.html>

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