Technical Support Specialist

Department:	Information Technologies (IT) Services	**Competition #:**	26-SS-13
Campus:	South - Windsor	**Classification:**	Support Staff
Posting Type:	Internal/External	**Payband:**	J
Status:	Full Time	**Hourly Rate:**	$44.48-51.40
Position Testing:	Yes	**Hours Per Week:**	40 Monday through Friday 9:00AM-5:30PM
Clerical Testing:	No		
Start Date:	January 3, 2027	**Closing Date:**	November 10, 2026

St. Clair College is seeking an experienced and motivated professional who shares our commitment to quality and student success.

POSITION SUMMARY

The incumbent will act as a member of a team under the direction of the Manager, IT Client Services. The incumbent is responsible for the installation, configuration, maintenance, troubleshooting and operation of the College Client computers and all related peripherals of which consists of approximately 4000 workstation clients, including desktop and laptop computers, and other necessary network infrastructure and technology. This includes the installation, testing, and maintenance of various operating systems, networking protocols, and 150+ software applications currently being used within Academic labs and office computers located at various campus locations. The incumbent is responsible for determining and documenting the various effects software applications can have on the performance of others.

The incumbent must be extremely knowledgeable in a multitude of operating systems and network environments as the above networked clients include numerous operating systems and networking environments such as, Windows, Active Directory, Azure Active Directory, Windows Server, and MAC OS. This entails knowledge of servers for individual labs, creating unique client images based on the operating system and network environment. Creation of client images involves software/hardware installation, software/hardware diagnostics, and overall analysis of network client performance.

The incumbent must act as a liaison with the IT Enterprise Services, program chairs, co-ordinators, faculty, staff and students to ensure all Academic hardware/software/networking requirements are being met for successful delivery of curriculum. This will often necessitate the incumbent acting as a technical resource to quickly resolve/implement academic requirements.

CORE DUTIES & RESPONSIBILITIES

Acts as technical support for the College **45%**

- Create and implement numerous images for all Academic computer labs, multimedia classrooms, faculty and staff offices, and academic learning areas which include: the library, student open lab.
- Creation of network licensed application software used for learner support (ie. Autodesk requires special network deployment installation images for the software to function in a network environment) – includes evaluation, testing and troubleshooting for all PC computers using Windows as an operating system, within an Active Directory Windows networking environment.
- Creation and deployment of MAC based software used for learner support.
- Conducts on-going performance analysis of all hardware and software used within the College.
- Reports possible security risks of Client machines which may affect the network. This involves researching multiples users and platforms.

Hardware configuration, maintenance and troubleshooting **30%**

- Installation and configuration of computer related peripheral devices and associated software drivers
- Performs hardware diagnostics and maintenance on DELL desktops and laptops. This includes problem determination with DELL Canada.
- Performs hardware diagnostics and maintenance on Apple desktops and laptops computers.

Evaluates all new hardware, software or other technologies which academic departments wish to or need to implement **10%**

- Keeping current and up to date on all computer trends and technologies specifically with respect to networking and PC hardware/software on a multitude of platforms.
- Researching and analyzing feasibility of any new hardware and/or software application academic departments or the College wishes to implement.

- Making necessary recommendations for implementation of any new hardware/software, or other technology used within the academic labs.

Provides advice and guidance regarding computer technologies **10%**

- Provides advice, and technical support to St. Clair College User (including students) seeking technical assistance with problems.
- Acts as a resource person and provides feedback and recommendations to the Manager, IT Client Services.

Other duties as assigned **5%**

MINIMUM QUALIFICATIONS

EDUCATION

The ideal candidate must possess a minimum of a 3-year degree or diploma in Electronics, Information Technology, Computer/Electronics, or related field and/or applicable education or experience. The ideal candidate must also possess formalized training in Windows and MAC OS Systems, A+ Certification, and/or DELL Certified is also preferred.

EXPERIENCE

The ideal candidate must possess a minimum of 5 years in the Information Technology field, which includes practical experience working with computer set-up and software installation. Preferably, 3 years with an intensive focus on Windows and Mac OS. The ideal candidate must also have a minimum of 1 year “help desk” and/or teaching experience pertaining to the technology field.

ANALYSIS & PROBLEM SOLVING

- Failure or problems with College Client System(s), hardware and/or software and associated peripherals.
- Installation of all College Clients hardware and associated peripherals, software and upgrades.
- Connectivity issues

PLANNING/COORDINATING

- Planning for the installation/set up of all College Client Systems, configuration and integration.
- Planning comprehensive work schedule for troubleshooting and repairing of College Client Systems and related equipment.
- Managing multiple and conflicting projects while simultaneously acting as a technical resource.

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.

In order to be considered, internal applicants must be in good standing as defined in the College’s Recruitment & Selection Policy.

All active internal applicants MUST apply through the St. Clair College online application system: https://intranet.stclaircollege.ca/human-resources/job-application-form.html. We do not use artificial intelligence (AI) to screen or assess applicants nor do we request or collect personal information beyond what is needed for the application process. Candidates can confirm the legitimacy of any job posting by checking the St. Clair College careers website.

Canadian work experience is not a requirement. Candidates with non-North American credentials must provide a World Education Services (WES) evaluation confirming the Canadian equivalency of the credentials. Candidates who have non-North American credentials who have not yet been assessed as indicated above are expected to make application to WES. Offers of employment require a completed evaluation from WES.

St. Clair College is committed to workplace diversity and provides accommodations to applicants with disabilities throughout our hiring process. If you require an accommodation, please contact Human Resources.

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