



## Duties Specific to Subject Matter

### A. Hardware Support

- Assists users of end-point computer device, printers and related equipment with technical problems
- Installs and sets up supported hardware such as end-point computer devices, printers and related equipment
- Repairs and/or arranges for the repair of supported computing equipment
- Provides technical assistance and orientation for users (one-to-one or one to many) in basic use of end-point computing devices, printers and related equipment

### B. Software Support

- Installs and upgrades supported software and operating systems on end-point computer devices
- Provides software trouble-shooting assistance in supported applications
- Participates in the development of operational procedures
- Provides assistance in the use of supported software

### C. Network Management, Group Policy Creation and Support, and Image Creation (including MSI's), and Maintenance

- Creation and delivery of IT services to end point user devices both physical and virtual
- Integration of on premise and cloud based services in the for use by students staff and faculty
- Creation of scripts and group policies to assist in the deployment monitoring and maintenance of computer hardware and software
- Creation and deployment of scripts to manage and maintain user accounts and access to resources.

### D. Consulting Support

- Consults with clients to find solutions to problems and provides options/alternatives which can improve the efficiency and effectiveness of client's work or lab environment
- Participates in the research and testing of new and upgraded hardware and software; documents alternatives and provides recommendations for updated or improved services
- Consults with and assists in the recommendation of software, hardware and training for clients
- Participates in the establishment of college-wide standards for computing hardware, software and services
- Participates in seminars and forums which are intended to provide information to, and solicit input from, clients
- Develops and maintains documentation with the goal of allowing clients to be as self-reliant as possible
- Participates in the evaluation of requests from college departments for computer equipment, recommending the appropriate equipment to match the functionality required
- Participates in the evaluation of new computer equipment and in recommending the computer equipment to be purchased by the college
- May participate in significant projects of college-wide importance

- Performs the duties of Tier 1 Technical Support Specialist on an occasional coverage basis
- Performs other related duties similar in scope and complexity

## **QUALIFICATIONS**

Two-year Technologist Diploma in Computing, Electronics or equivalent as well as five years of recent computer-related work experience in a medium size or large size networked environment or an equivalent combination of education and experience. Must have a good knowledge of common operating systems, software and system deployment tools. Must have specialization in at least one area of software, hardware or network. Candidates may be chosen to round out this skill set with other members of the department.

- Excellent human relations skills such as effective listening, team work, courtesy, understanding and respect for others.
- Ability to locate, read, understand, and synthesize technical information from a variety of sources to solve technical problems.
- Proven problem solving skills, including the ability to perform discovery/needs assessment and delivery of range of suitable solutions
- Ability to communicate effectively with the client to discover the nature of their problems and technology goals and to provide a range of suitable solutions.

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