



ST. CLEMENT'S SCHOOL

Founded in 1901, St. Clement's School is one of Canada's leading independent schools for girls, boasting a dynamic and close-knit community of approximately 460 students from Grade 1 to university entrance. With 100% acceptance to top universities across Canada and around the world, our girls have the confidence to pursue their dreams and know that they can be successful.

Although rooted in tradition, St. Clement's School is uniquely innovative and creative, dedicated to fostering curiosity in our girls; uncovering and enhancing their passions; and giving them the courage to try new things. Our staff, just as our students, demonstrate passion, courage and curiosity in all that they do.

St. Clement's School is committed to diversity, equity and inclusion. We value each community member's identity and well-being. Together, we learn and grow by embracing multiple perspectives, experiences, and cultures. Our differences are our strengths.

We are currently looking for a passionate technical support person to join our team in the full-time position of:

IT Helpdesk Specialist

The IT Helpdesk Specialist is an integral member of the IT team and is responsible for providing welcoming first level technical support and guidance to staff, students and parents. This role responds to technical questions, problems and provides solutions in person, by phone and online. Strong communication and interpersonal skills combined with technical skills are critical to success in this role. This position will have the opportunity to contribute to the continuous growth and development of our school by staying current on trends and tools in technology, assisting in creating efficiencies and supporting tech innovation.

At SCS, technology is used purposefully in teaching and learning. We are a BYOD school for students. Instead of prescribing a specific tool, we welcome the use of any device that will enhance student learning.

The SCS school building is the primary support area. General hours of work for this position begin at 7:30 a.m. Additional evening or weekend work may be required.

Key Responsibilities:

- Provide first-level contact and problem resolution for users with hardware, software, access, connectivity, printing and applications
- Prioritize and troubleshoot incoming support requests, resolving issues or escalating help requests to network and database administrators

- Support SCS applications and databases
- Provide A/V support to users and for special events
- Work with other digital systems including security, mobile communications, and building maintenance
- Escalate problems that require more technical expertise or networking support; courteously obtain and convey concise information to next level support
- Act as a liaison between users and internal support staff to assure accurate interpretation and maintain communication with users during the problem resolution process
- Work and communicate with outside vendors to support the school's technology infrastructure
- Configure and deploy workstations as required, including unpacking, moving and lifting equipment
- Develop and maintain knowledge of Help Desk supported products and services
- Participate in special projects and assist with other duties as assigned.

Skills, Experience & Qualifications

- Degree or diploma in Computer Science, a related field or similar experience
- 1-2 years experience in technical support and customer service
- Experience using MacOS, Windows, iOS, ChromeOS, MS Office
- Understanding of cloud based solutions, with experience using Google Apps, Microsoft O365 and backups
- Strong customer service skills and analytic skills
- Strong communication, interpersonal, organizational, and problem-solving skills
- Proficiency with productivity tools and advanced knowledge in MS Excel is an asset
- Basic video-editing skills an asset
- A self-starter who can find solutions
- Experience in an educational environment an asset but not required
- Desire and aptitude to continuously learn and improve
- Work in a ever-changing, fast-paced environment as a supportive team player who is adaptable, able learn quickly and think on their feet

We offer a competitive compensation and benefits package. We support and encourage ongoing professional development. As a condition of employment, a criminal record check is required.

St. Clement' School is an equal opportunity employer. Accommodations for disabilities will be provided where needed, on request, to support applicants with disabilities to participate in our recruitment process.

How to Apply

Interested and qualified candidates are invited to submit their résumé and cover letter by end of day August 6th, 2018, to: hr@scs.on.ca

We thank all candidates for their interest. We regret that only those selected for an interview will be contacted.