



COLLINGWOOD SCHOOL

Collingwood School is a coeducational day school located on two campuses in West Vancouver, BC. Our purpose is to teach, model, inspire and encourage our students, ultimately preparing them to become successful global citizens. With an innovative, evolving approach to teaching, the totality of our curriculum provides students with a wealth of diverse, meaningful and transformative educational experiences.

Nature of the Work:

Reporting to the Director of Information Technology, the Help Desk Technician's key purpose is to receive, prioritize, document and actively resolve end user help requests. Requests may be through email, telephone or in person. The Support Services Technician's role is to provide prompt, effective and courteous problem resolution to issues that arise. The Technician may be required to give in-person, hands-on help.

The Support Services Technician will assist with setup, maintenance and basic troubleshooting of networked staff workstations, student computers and associated equipment (printers, scanners, disk storage, etc), and classroom A/V technology. This includes basic hardware support, installation and maintenance of Windows and Mac OS, and installation of a large and diverse set of application software.

The Support Services Technician works with a team of other support personnel in Information Technology to support Administrators, teachers, support staff and students at two campuses located in West Vancouver. The Information Technology team works in an environment of ongoing change, multiple projects, and shifting priorities.

Qualifications/Expertise Required:

- Completion of a College diploma program in Computer Systems (both hardware and software) and programming languages with 4 years' related experience or an equivalent combination of training and/or experience
- Solid knowledge of PC hardware and peripherals
- Extensive knowledge of workstation operating systems including last gen and current gen Windows and Mac-OS iterations
- Strong knowledge of current Android OS, iOS and Chrome OS iterations
- Strong knowledge of basic networking (Ethernet, TCP/IP and file sharing)
- Proven ability to troubleshoot workstation hardware, software and basic networking problems
- Certifications in basic networking an asset

- Certification in desktop operating systems an asset
- Knowledge of advanced computer hardware, including current Intel i-Series processors, USB-C architecture, common laptop, tablet and smart phone hardware
- Extensive application support experience with MS Office 2013 and higher, Adobe Cloud products, Autodesk products and Google Apps for education
- Experience in application support of Student Information Systems, Learning Management Systems, Constituent Relationship management systems and Human Resources management systems and asset
- Extensive knowledge working within an enterprise-class, windows server-based desktop environment
- Knowledge of Active Directory and Windows Deployment Services
- Knowledge of working in a hosted MS Exchange environment
- Working knowledge of a range of diagnostic utilities
- Ability to understand workflows in a helpdesk IT support tool
- Exceptional written and oral communication skills
- Exceptional customer service skills and the ability to handle potentially difficult and delicate situations with tact and diplomacy.
- Ability to effectively prioritize and execute tasks professionally and pleasantly during periods of high stress
- Excellent oral and written communication skills with the ability to explain technical concepts to non-technical users in a user-friendly language
- Highly self-motivated and directed
- Keen attention to detail
- Proven analytical and problem-solving abilities
- Experience working in a team-oriented, collaborative environment
- Access to a vehicle

Accountabilities:

- Builds rapport with service desk clients, which includes Administrators, Faculty, support staff and students
- Records, tracks and documents the service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution
- Responds promptly and courteously to tasks coming into the groups help desk email, telephone or in person
- Performs hands-on fixes at the desktop level, including installing and upgrading software and hardware, implementing file backups and configuring systems and applications
- Carryout basic network troubleshooting
- Applies diagnostic utilities to aid in troubleshooting
- Troubleshoots non-windows computing and communication devices (Mac, Phone, Tablet, etc.)

- Installs anti-virus software and ensure virus definitions are up-to-date
- Tests fixes to ensure problem has been adequately resolved
- Performs post-resolution follow-ups as required
- Document all pertinent end user identification information including name, department, contact information and nature of problem or issue
- Prioritizes and schedules problem calls, escalating problems when required to the appropriately experienced technician
- Streamlines the installation of workstations by utilizing a deployment process
- Manages the desktop imaging process, builds base image for all computers, defines minimum software requirements, adds specialty educational and administrative software as required and creates and maintains special images
- Participates in desktop and network team projects
- Collaborates with the network team to assist in troubleshooting network-wide issues
- Maintains the inventory of hardware and software
- Setup, maintain and troubleshooting of peripheral equipment (printers, scanners, external disks, etc)
- Assists with the installation, setup and troubleshooting of classroom A/V equipment and systems
- Flexibility in handling unanticipated tasks and possibly ambiguous situations
- Creates written documents on newly created workstation images (such as purpose of image, list of packages on image, any special notes regarding deployment, etc)
- Assists in software releases and roll-outs according to Change Management best practices
- Fields incoming help requests from end users via telephone, e-mail and face to face in a courteous manner
- Performs other related duties as required

Salary is commensurate with experience; Collingwood offers competitive benefits.

Please apply with cover letter and resumé via e-mail to caitlin.wright@collingwood.org by **Friday, August 11, 2017.**