



## 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.

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 invite applications for the full-time position, commencing mid-August, 2018:

### **IT User Support Specialist**

This integral position on the IT team is responsible for providing welcoming first level technical assistance and support to staff and students. This role responds to technical questions, problems and provides solutions. Strong communication and interpersonal skills combined with technical skills are critical. The IT Help Desk provides computing support to SCS students, faculty, staff and parents.

At SCS, technology is used purposefully in teaching and learning. We are a BYOD (optional) 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.

#### **Responsibilities including:**

- Resolve or escalate problems reported to Help Desk
- Provide first-level contact and problem resolution for users with hardware, software, access, connectivity, printing and applications
- Support SCS applications including LMS, SIS, and databases
- Provide A/V support to users and 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 problem information to next level support.
- Act as a liaison between users and internal support staff to assure accurate problem interpretation. Maintain communications with users during the problem resolution process

### **Other assignments**

- AV support for SCS special events
- Vendor management
- Packing and unpacking computer equipment
- Configure and deploy workstations as required
- Develop and maintain knowledge of Help Desk supported products and services
- Complete special projects as assigned

### **Skills/Experience/Qualifications Required**

- Degree or diploma in Computer Engineering, Computer Science or similar
- 2-3 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
- Strong analytic skills
- Strong communication, interpersonal, organizational, and problem-solving skills
- Proficiency with productivity tools and advanced knowledge in MSExcel is an asset
- Basic video-editing skills
- A self-starter who can find solutions
- Experience in an educational environment is strongly preferred
- Desire and aptitude to continuously learn
- Work in a fast-changing, fast-paced environment where you must be a team player, flexible and learn quickly

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.

Interested and qualified candidates are invited to forward a letter of application and a detailed résumé by end of day Monday June 11, 2018, to: [hr@scs.on.ca](mailto:hr@scs.on.ca)

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.

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