Position Summary:
Under the direction of the Student Computing Coordinator, the Student Helpdesk Support Representative is responsible for providing technical assistance & superior customer service to the UTSC community. Starting date will vary between June 2018 and September 2018 depending on shift availability. The role may evolve into a higher rated Classroom Support position for individuals who demonstrate technical knowledge.

Job Duties:
- Respond to frequent customer inquiries in person, by phone and by e-mail
- Provide high-quality tier 1 customer service support for UTSC students for the following services: Wireless, ResNet, Learning Management Platform, TCard, TCard+, UTmail+, Labs, printing, and more.
- Triage issues in the computing and instructional labs and assign accordingly by entering them in the IITS ticket database
- Provide information for student IT services available across campus
- Triage issues in the computing and instructional labs and assign accordingly by entering them in the IITS ticket database
- Maintain printers, scanners and photocopiers
- Attend on-going training and bi-weekly meetings
- Explain and enforce computing facilities rules and regulations
- Responsible for opening and closing of computing facilities
- Work with subject matter experts to document procedures and help articles
- Other related technical or customer service duties as assigned

Minimum Qualifications:
- Must be a University of Toronto student
- Excellent customer service skills with strong commitment to high quality service
- Ability to communicate effectively and patiently with both naïve and sophisticated users in person, by phone and by e-mail
- Excellent knowledge of operating systems, including Microsoft Windows and Mac OS X
- Experience with Android OS, Mac iOS & Linux OS distributions is an asset.
- Excellent knowledge of productivity suites, such as MS Office for Windows and Mac and Adobe applications.
- Knowledge of networking technology including structure and protocols is an asset
- Basic knowledge of hardware troubleshooting & AV equipment is an asset

Other Qualifications:
- Demonstrates initiative and ability to develop technical competencies; quick learner
- Able to work independently and within a team of peers
- Strong organizational skills & proactive work ethic
- Energetic, enthusiastic & positive attitude
- Flexible: must be able to adapt quickly in a constantly changing environment
- Time Management: this position will require simultaneous action on many tasks, many of which will demand timely completion

Please submit Résumé and Cover Letter by email to:
Abdulrauf Gehani
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Information and Instructional Technology Services
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This is a casual position governed by the United Steel Workers of America Local 1998 Casual Staff Collective Agreement.