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| Posting Date: | March 7, 2018 |
| Closing Date: | March 31, 2018, or until filled |
| Position Title: | Computing Support Analyst |
| Department: | Information and Instructional Technology Services |
| Hiring Rate: | \$25 - \$30 per hour |
| Appointment: | Six-month contract for 35 hours/week |

Position Summary:

Under general supervision of Manager, Client Services and as a member of the Helpdesk team, the Computing Support Analyst is primarily responsible for support of desktop machines, peripherals and mobile devices to staff and faculty. The incumbent provides first line of computer support from Information and Instructional Technology Services (IITS) to faculty and staff. The incumbent troubleshoots and repairs various computer and network hardware; fields Helpdesk calls on the Campus as required; manages support phone calls and e-mails; prepares documentation as required. In addition, the incumbent acts as a resource person on the information and services offered by IITS.

Job Duties:

- Responsible for day-to-day operation of staff and faculty desktops, working in conjunction with other members of the IITS team
- Images, installs, configures, troubleshoots and repairs end-user Windows, Macintosh and Linux PCs and laptops computers as well as in classrooms, computer labs, digital signage meeting rooms.
- Installs and configures software applications manually or using desktop management software.
- Responds to, analyzes, troubleshoots and resolves problems with networking, desktop, mobile and peripheral equipment
- Supports Office365 services, including Email, Calendar and OneDrive.
- Works with equipment vendor to resolve hardware problems; orders parts using established procedures and portals
- Enters and updates reported problems and service requests into UTSC ticketing system.
- Prioritizes calls based on their importance and responds to them accordingly
- Utilizes Active Directory to troubleshoot Bit-locker encryption, apply group policies and add computers to Organizational Units (OU)
- Recommends hardware configuration and creates price quotes for desktops, laptops, tablets, printers and multi-function devices
- Trains users on the use of new software and hardware
- Provides computing support and delivers service to staff and faculty over the phone, in-person, via e-mail or remotely using TeamViewer
- Performs UTORid account maintenance; restores lost/forgotten passwords

Minimum Qualifications:

- Two year community college diploma in a related field or equivalent combination of education and experience.
- Minimum two years related experience in a similar setting. In-depth knowledge of a wide range of computer software and hardware including Macintosh and PC, peripheral equipment, mobile devices and network hardware. Proven customer service experience. Familiarity with Active Directory, ITSM tool and TeamViewer are definite plus.
- Strong commitment to high-quality service. Excellent verbal and written communication skills. Strong analytical and problem-solving skills. Strong time management and organizational skills.
- Strong analytical and problem-solving skills. Strong time management and organizational skills. Ability to work as an effective member of a team. Ability to communicate effectively and patiently with both naïve

and sophisticated users. Demonstrated initiative and ability to learn new skills and work independently. Demonstrated flexibility, ability to adapt quickly in a constantly changing environment. Demonstrated ability to work in a high-pressure environment. Demonstrated tact and diplomacy in dealing with a diverse group of client departments. Ability to lift computer and related equipment.

Please submit Résumé and Cover Letter by email to:

Information and Instructional Technology Services

University of Toronto Scarborough

Email: hdjob@utsc.utoronto.ca

This is a casual position governed by the United Steel Workers of America Local 1998 Casual Staff Collective Agreement.