

Posting Date: March 21, 2019

Closing Date: May 10, 2019

Position Title: Student Helpdesk Support Representative

Department: Information and Instructional Technology Services

Hiring Rate: \$15 per hour

Appointment: Four month contract for 12-24 hours/week for the Fall/Wint/Sum term; Possibility of renewal

Position Summary:

Under the direction of the Student Computing Coordinator, the Student Helpdesk Support Representative is responsible for providing front-line superior customer service & some technical assistance to the UTSC community. Starting date will vary between June & September 2019, 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 support, Blackboard, TCard, TCard+, UTmail+, Labs, printing, and more.
- Triage issues in the computing and instructional labs and assign within the IITS ticket database
- Provide information for student IT services available across campus
- Troubleshoot hardware and software problems in the computing facilities
- Provide troubleshooting & assistance with student computing devices
- 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; occasional creation of promotional materials, signage, brochures, pamphlets and handouts.
- 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 OSX
- Experience with Android OS, Mac iOS & Linux OS distributions is an asset.
- Excellent knowledge of productivity suites, such as MS Office 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
 - Able to work independently and within a team of peers
 - Strong organizational skills & proactive work ethic
 - Energetic, enthusiastic, positive attitude & a desire to learn new skills
 - 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
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Please submit Résumé and Cover Letter by email to:

Jason Holtz
Student Computing Coordinator
Information and Instructional Technology Services
University of Toronto Scarborough
Email: shdjob@utsc.utoronto.ca
