Invites applications for the following position(s):

**COMPETITION NUMBER: 279**

C.U.P.E. Local 3338 – Temporary Position
TECHNICIAN, GRADE 5
IT CLIENT SERVICES
POSITION NUMBER: 115600

**POSITION OUTLINE:**
Provides support and assistance to clients (students, faculty and staff) of IT Services in minor hardware and software issues, printing, network connectivity, and audio visual technologies. Provides support in ensuring courses and events are set-up according to the client’s request. Responsible for logging, prioritizing, documenting and actively resolving incidents and client requests for service. Performs other duties and responsibilities consistent with the job description and classification on request. **Please note: There are up to 6 positions available. Must be available to work 7.0 hour shifts with staggered start times within the following specified time periods: daytime, 7:30am – 5:30pm; evening, 1:00pm – 10:00pm. Applicants should specify availability for daytime, evening or both.**

**QUALIFICATIONS:**
- **High school graduation and general courses or training of moderate duration (one semester or equivalent) in computing and/or audio-visual technology.**
- **6 months of related experience.**
- Ability to operate and perform setup of basic audio-visual equipment (e.g. digital recording, audio and video recording and playback systems, projectors, and microphones and public address systems etc.).
- Good knowledge in troubleshooting audio-visual equipment, computers, software, mobile devices, networks and operating systems (e.g. Windows, OS X, iOS and Android etc.).
- Good knowledge of common software applications for web browsing, office productivity, presentations, communications and anti-virus.
- Ability to perform minor repairs using common hand tools (e.g. screwdriver.).
- Ability to multi-task, work independently and meet deadlines.
- Ability to exercise mature judgment and initiatives.
- Ability to work as a member on a team.
- Good interpersonal, problem solving and organizational skills.
- Excellent customer service skills.
- Excellent oral and written communications skills.
- Ability to follow oral and written instructions accurately.
- Ability to lift up to 25 kg.
- Ability to work flexible hours, including early mornings, evenings and weekends.
- **or an equivalent combination of formal education, certificate/program of study and experience is acceptable.**

**HOURLY SALARY:** $19.39
**START DATE:** August 19, 2014
**POSITION END DATE:** December 12, 2014

A detailed resume and cover letter quoting **Competition #279** must be received in our office by **4:30 pm on July 23, 2014**, addressed to the attention of Linda Chan, Human Resources Advisor. Please follow the application instructions at: [http://www.sfu.ca/hr/prospective_employees/HowToApply.html](http://www.sfu.ca/hr/prospective_employees/HowToApply.html).
We thank all applicants for their interest; however, only those selected for interviews will be contacted.

The University is committed to the principle of equity in employment
A more detailed job description may be obtained at [www.sfu.ca/jobpostings](http://www.sfu.ca/jobpostings)