Invites applications for the following position(s):

COMPETITION NUMBER: 295
C.U.P.E. Local 3338 – Temporary Position
TECHNICIAN, GRADE 5
IT CLIENT SERVICES
POSITION NUMBER: 115564

POSITION OUTLINE:
Provides support and assistance to the computer labs of IT Services in minor hardware and software issues, printing and network connectivity. 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 2-4 part-time positions available and hours of work will vary. Must be able to work flexible hours including evenings and weekends. Priority will be given to registered SFU students who must submit a Fall 2014 class schedule with their cover letter and resume.

QUALIFICATIONS:
• **High school graduation and general courses or training of moderate duration (one semester or equivalent) in computing.
• **6 months of related experience.
• Good knowledge in troubleshooting, 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, wrench etc.)
• Good knowledge of printers and printer maintenance.
• Good knowledge of centralized desktop management technologies for imaging, software deployment and configuration.
• 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: ASAP
POSITION END DATE: December 11, 2014

A detailed resume and cover letter quoting Competition #295 must be received in our office by 4:30 pm on August 5, 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.
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