Invites applications for the following position(s):

COMPETITION NUMBER: 638
C.U.P.E. Local 3338 – Temporary Position
TECHNICIAN, GRADE 5
IT SERVICE DESK
POSITION NUMBER: 118187

POSITION OUTLINE:
Reporting to the Service Desk Manager, the Service Desk Technician provides comprehensive customer service and maintains client satisfaction with IT service delivery by acting as first point of contact between clients and SFU IT Services using multiple contact channels including phone, email, chat and walk-in support. Assists clients (students, faculty, researchers and staff) with support requests related to services offered by IT Services. Provides information and assistance to clients in the use of software applications, hardware and technology services including but not limited to user accounts, printing, network connectivity, email and calendaring and technology equipment bookings. Responsible for logging, prioritizing, assigning, documenting and actively resolving incidents and client requests. Performs other duties and responsibilities consistent with the job description and classification on request. Please note: Up to 2 positions available with variable shifts, Monday through Saturday. Must be available to work 7.0 hour shifts with staggered start times between the hours 7:30 am to 9:00 pm.

QUALIFICATIONS:
- **High school graduation and general courses or training of moderate duration (one semester or equivalent) in computing and/or audio-visual technology.
- **1 year 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 provide information and assistance in the use of software applications, hardware and technology services.
- Ability to exercise tact and handle confidential material with discretion.
- Ability to exercise mature judgment and initiatives.
- Ability to follow oral and written instructions accurately.
- Ability to work independently and as a member on a team.
- Excellent interpersonal, problem solving and organizational skills.
- Excellent customer service skills.
- Excellent oral and written communication skills.
- Excellent prioritizing and multi-tasking skills.
- Ability to lift up to 25 kg.
- Ability to work shifts, including early mornings, afternoon, evenings and weekends.
- Ability to work additional hours and overtime, as required.
- **or an equivalent combination of formal education, certificate/program of study and experience is acceptable.

HOURLY SALARY: $19.77
START DATE: January 3, 2017
POSITION END DATE: April 21, 2017

A detailed resume and cover letter quoting Competition #638 must be received in our office by 4:30 pm on December 7, 2016, 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