Invites applications for the following position(s):

**COMPETITION NUMBER: 466**

C.U.P.E. Local 3338 – Temporary Position

TECHNICIAN, GRADE 6

IT SERVICE DESK

POSITION NUMBER: 118189. 118270

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 the first point of contact between clients and SFU IT Services using multiple contact channels including phone, email, chat and walk-in support. Monitors incidents reported by clients (students, faculty, researches and staff) and responds to end users regarding information system problems and troubleshooting. Acts as a point of escalation for frontline help desk staff. Provides information and assistance to clients in the use of software applications, hardware and technology services (e.g., user accounts, printing, network connectivity, email, calendaring and technology equipment bookings, etc.). 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 are available with variable shifts, Monday through Saturday. Must be available to work 7.0 hour shifts with staggered start times between the hours 7:30am to 9:00pm.

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 technical issues related to 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.
- Excellent customer service, interpersonal, problem-solving and organizational skills.
- Excellent communication (verbal and written) skills.
- Excellent prioritizing and multi-tasking skills.
- Ability to provide information and assistance to others (e.g., staff, faculty, students) 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.
- 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:** $21.45

**START DATE:** September 1, 2017

**POSITION END DATE:** December 22, 2017

A detailed resume and cover letter quoting Competition #466 must be received in our office by **4:30 pm on August 8, 2017**, 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.