Invites applications for the following position(s):

COMPETITION NUMBER: 472
C.U.P.E. Local 3338 – Temporary Position
TECHNICIAN, GRADE 7
IT SERVICES – SFU VANCOUVER
POSITION NUMBER: 120285

POSITION OUTLINE:
Provides comprehensive customer service and technical oversight for the helpdesk at SFU's Vancouver Campus. Maintains client satisfaction with IT service delivery by acting as the first point of contact between clients (e.g., students, faculty, researchers, staff) and IT Services using multiple contact channels including phone, on-line and walk-in support. Assists clients with technical issues, solving issues or triaging them when appropriate. Troubleshoots and maintains audio-visual and computing systems in theatres, classrooms, labs, and other areas on campus. Processes bookings for audio-visual and computing equipment for instructional needs and special events, and provides equipment delivery, installation, setup and retrieval services. Supports the ongoing and preventative maintenance of AV and related IT systems and facilities at the Vancouver Campus and related facilities. Performs other duties and responsibilities consistent with the job description and classification on request. **Please note: This position is located at Harbour Centre, 515 West Hastings Street, Vancouver, BC.**

QUALIFICATIONS:
- **High school graduation and one year of post-secondary education in computing science and/or audio-visual technology.**
- **2 years of related experience.**
- Good knowledge of computers, operating systems (Windows/OSX/Linux), and peripheral equipment.
- Good knowledge of common software applications for web browsing, office productivity, email, and anti-virus.
- Excellent organizational and communication skills, both oral and written.
- Excellent interpersonal and customer service skills.
- Ability to exercise mature judgment and to work on own initiative.
- Ability to exercise tact and handle confidential material with discretion.
- Ability to work effectively as a member of a team.
- Ability to resolve routine software problems.
- Ability to diagnose, troubleshoot, and perform repair of audio-visual equipment and computer systems hardware (i.e., broken lamp replacement, replacing microphone components etc.).
- Ability to operate and perform setup of audio-visual equipment (e.g., videoconferencing, digital recording, audio and video recording and playback systems, projectors, microphones, Crestron AV control system).
- Ability to follow written and verbal instructions accurately.
- Ability to provide one-on-one and group training to others regarding proper use, operation and minor maintenance of equipment or systems.
- Ability to assign and check the work of other positions.
- Ability to lift and/or carry items weighing up to 25 kg.
- Ability to stand, walk, climb, and crouch for extended periods of time.
- Ability to work flexible hours and shifts including early mornings, evenings and weekends on short notice.
- Ability to climb ladders at heights up to 4 feet.
- **or an equivalent combination of formal education, certificate/program of study and experience is acceptable.**

HOURLY SALARY: $22.84
START DATE: September 5, 2017
POSITION END DATE: December 17, 2017

A detailed resume and cover letter quoting **Competition #472** 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](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)