



## System Support Technician

**Posting #:** 097

**Assignment:** Permanent - Full Time

**Posting Date:** March 25, 2024

**Location:** Division Office - IT Department

**Salary Range:** \$50, 740 - \$56, 890

**Closing Date:** April 12, 2024

**Start Date:** Earliest Possible

### Overview of the Position

The Systems Support Technician provides technical support for hardware and software issues and assist with the maintenance and troubleshooting of Windows-based computer systems, including desktops, laptops, and iPads in a managed environment.

In this role, you will install, configure, and maintain hardware and software applications, assist in the development and maintenance of system documentation and training materials, and collaborate with other members of the IT team to implement system upgrades and improvements.

You will also clearly communicate technical issues and solutions to users across the division and support them in their understanding. Additional related duties may also be assigned.

### To be successful in this role, you will need:

- Post-secondary education in computer science, information technology, or a related field.
- Previous experience in a technical support role, preferably in a corporate environment.
- Strong knowledge of computer hardware and software.
- Excellent communication and interpersonal skills.
- An ability to work independently and as part of a team.
- Strong problem-solving skills and attention to detail.
- An ability to prioritize and manage multiple tasks.
- A valid class 5 drivers license and have access to a reliable vehicle to travel between locations.

As a condition of employment, all new hires must complete a satisfactory criminal record check with vulnerable sector search, and child abuse registry check as part of the hiring process.

Salary and benefits for this position will be administered consistent with the Seine River School Division Conditions of Employment agreement for Division Office employees.

If you are interested in applying for this opportunity, please submit your resume, cover letter, and three (3) references to Stephanie Callewaert, ICT Manager at [Stephanie.Callewaert@srsd.ca](mailto:Stephanie.Callewaert@srsd.ca) no later than 4:00 pm on the closing date listed above. Please include the job posting number in the subject line of your email.

### Accessibility

Seine River School Division will consult with all applicants requesting accommodation during the recruitment process to ensure that the accommodation provided considers the applicant's individual accessibility needs.

*Seine River School Division welcomes diversity in the workplace and encourages applications from all qualified candidates.*