Employment Opportunity

Job ID:	#OPSEU-23-04
Job Title:	Desktop Technician I
Department:	Technology Services Centre
Campus:	Thunder Bay, ON
Status:	Full Time, Permanent
Job Category:	OPSEU
Salary:	$31.66 – $37.54 per Hour

Date Posted:	October 2, 2023
Closing Date:	October 16, 2023

Why Lakehead University?

Thunder Bay is one of Canada's top emerging cities. Here you will find a mix of modern city living and the best of nature – all on your doorstep. Thunder Bay provides small city affordability, big city opportunities and the bonus of a superior lifestyle. When it comes to location, nature and cost of living, Thunder Bay is one of the best places to live in Canada. For more on the vibrant city of Thunder Bay, visit thunderbay.ca.

At Lakehead University we challenge the conventional to provide a university experience that's far from ordinary. Your unique ideas will be respected and encouraged. Join our thriving academic community where you can make a real difference through innovation and collaboration.

Lakehead is a comprehensive University with a reputation for innovative programs and cutting-edge research. In 2022, for the third year in a row, Lakehead University was included in the top 100 of the Times Higher Education Impact Rankings. Lakehead is the highest ranked university in the world with under 10,000 students. Maclean's has once again included Lakehead University among Canada's top 10 primarily undergraduate universities in the magazine's 2023 University Rankings.

About this Job

Lakehead University is actively seeking applications from dynamic, creative, and enthusiastic IT professionals to join our team. Reporting to the Manager, Server, Desktop & Client Services, this position essential support to students, faculty, and staff. This position demands a strong commitment to discretion and confidentiality. As a senior member of the Desktop team, you will be expected to bring a wealth of technical expertise in both hardware and software platforms. Your advanced troubleshooting skills will be essential in resolving a wide range of complex issues efficiently and accurately. Moreover, success in this role hinges on possessing excellent communication skills, a robust technical background, and a dedicated focus on achieving results.

Job Duties

- Provides support with demonstrable knowledge in OSX/iOS, Windows, imaging deployment with System Centre Configuration Manager (SCCM) and JAMF.

- Responsible for standardization and device procurement for staff, labs and Research departments by utilizing current OECM vendors.
- Configure and maintain computer systems for student labs, employees while troubleshooting hardware and software issues.
- To ensure seamless business operations, will actively engage in cross-training across various team functions.
- Respond to incident reports via the ticketing system, maintaining a focus on prioritization and follow-up.

Qualifications

- Post secondary education in a computer related field along with 2 years of related experience within a larger organization.
- Demonstrated experience with Active Directory, Windows operating systems, MS Office/365 applications, Mac operating systems, Network (LAN/WAN) concepts, VPN technologies, mobile technologies, and printing solutions.
- Demonstrated knowledge in imaging deployment with System Centre Configuration Manager (SCCM) and JAMF;
- Possesses a strong customer service orientation and exceptional interpersonal abilities in a dynamic environment.
- Proficient in troubleshooting and resolving technical problems.
- Self-motivated individual who excels both as an independent worker and as a team.
- The ideal candidate should have a foundational understanding of networking concepts and skills.
- Apple certifications, along with bash scripting and related Windows certifications will be an asset.
- Ability to communicate technical information to a variety of customers with varying levels of knowledge and comfort with computers.
- Dedicated to ongoing learning, preserving confidentiality, adhering to departmental practices and industry norms, and consistently delivering high-quality service.

Working Conditions

- Office environment
- Standard working hours for this role are primarily Monday to Friday during the day shift. However, it's important to note that there may be occasions when the shift schedule needs to be adjusted to accommodate the University's requirements, which could include occasional evening and weekend shifts.

What do We Offer?

This position offers a competitive remuneration package including salary, comprehensive benefits package, life insurance, pension plan, and tuition waiver.

How to Apply

Interested applicants may apply by clicking on this link to **this Google Form** and attaching your cover

Employment Opportunity

letter and resume in word or PDF format.

If you are experiencing any issues with the Google Form, please email careers@lakeheadu.ca for assistance.