

Posting #21-136CC

Information Technology Services Casual Positions

Purpose

As part of the Information Technology Services team, you will help ITS staff members in the installation and deployment of computer hardware and software, updating knowledge base content, and perform basic triaging and troubleshooting.

Who are we looking for?

You love working with technology, it is more than just a job and you enjoy learning about new advances and techniques. You're self-motivated and have a passion for bringing technology and people together to solve tough problems. You will bring forward great ideas that make systems more reliable, extensible, and available. You're able to work with other talented IT professionals to maintain excellent systems experience and availability.

Why join UNBC's Information Technology Team?

We're a small agile team that has autonomy on how work is accomplished, work times and location are flexible and good work life balance is valued. We are always looking for ways to improve; our high-trust environment means we encourage experimentation since it provides great opportunities for learning. This focus on learning is also why we are here, to support the success of students and research, knowing we are transforming lives and communities in the North and around the world. We support self-improvement and will try to provide whatever you need to be successful in your position, like skill building and opportunities for advancement. We prefer sustainable approaches to our work and our system architectures aim to be highly resilient. This allows us to focus on adding value to our Community. We work closely together and value teamwork, respect, and inclusion.

Responsibilities

Duties include but are not limited to:

- Installation of consumer based operating systems and software packages;
- Assist in the physical deployment of computers;
- Triage incoming service tickets
- Perform basic troubleshooting of common problems
- Update knowledgebase articles and other informational content
- The ability to operate basic hand tools and work on a 12-foot step ladder

Qualifications

The successful candidate will possess the following:

- A one-year technical diploma in an information technology field or have completed a minimum of 15 credits towards a computer science degree;
- Exceptional customer service experience;
- Excellent Working knowledge of MS Windows XP or higher and MS Office 2007 or higher; and basic HTML knowledge

Salary

As part of our casual pool of employees available on an on-call basis, you may be called in to assist during peak periods, vacation, or sick leave coverage.

This position has been classified at a Grade 3. The hourly wage for this position on July 1, 2021 is \$22.74.

Normal hours of work will be 8:30 am – 4:30 pm Monday – Friday.

About the Community

Since its founding in 1990, the University of Northern British Columbia (UNBC) has emerged as one of Canada's best small research-intensive universities, with a passion for teaching, discovery, people, and the North. Located on the traditional territory of the Lheidli T'enneh, in the spectacular landscape near the geographic centre of beautiful British Columbia, UNBC's excellence is derived from community-inspired research, hands-on learning, and alumni who are leading change around the world.

For the past 10 years, UNBC has placed in the top three in its category in the annual Maclean's university rankings, the only University of its size to achieve that feat. UNBC also recently placed among the top four per cent of higher education institutions worldwide by the Times Higher Education World University Rankings.

With a diverse student population, the University is friendly, inclusive, and supportive. Prince George is a city of ~74,000 people with impressive cultural, educational, and recreational amenities. For more information about living and working in Prince George, please refer to <http://www.unbc.ca/experience> and <https://moveupprincegeorge.ca>. Make your mark with this leading post-secondary institution.

To Apply

Internal applicants from CUPE Local 3799 will be given priority consideration.

Please forward your resume and proof of education quoting competition [#21-136CC](#) to:

Human Resources, University of Northern British Columbia,
3333 University Way, Prince George, BC, V2N 4Z9

Email submissions: HRecruit@unbc.ca
Inquiries: (250) 960-5521

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. The University of Northern British Columbia is committed to employment equity and encourages applications from women, aboriginal peoples, persons with disabilities and members of visible minorities.

We thank all applicants for their interest in UNBC however, only those applicants selected for further consideration will be contacted.

Applications will be reviewed periodically, and shortlisted candidates will be contacted via email