



Computer Support Technician (TSA 41427)
Academic Technical Support Services
Information Technology Services

Location: London

Employment Group: Support

Hours: Monday to Friday 8:30 a.m. to 4:30 p.m.

Averaging of hours applies according to the Support Staff Collective Agreement (Appendix C)

Pay Details: \$31.05 per hour

Closing Date: October 24, 2024

Working at Fanshawe College

Fanshawe College is committed to the principles of hybrid work and may offer this option to employees whose work can be performed in an alternate location, without adverse impact to the operations of the College, inclusive of our Student and Staff experience. Confirmation of hybrid work options available to you will be clarified upon hire and may be subject to change based on the duties required of your position. Successful candidates will be required to perform work within Ontario and must be available to work on campus, as required.

Note: This is a full-time Support position (35 hours per week).

Duties: Under the general supervision of the Director, End User Solutions, and with guidance from lead technical support coordinators, the incumbent provides high-quality customer services by carrying out a variety of assigned technical support tasks involving College and student technology devices. Typical activities include: set-up, configuration and testing of computers, laptops and related equipment; on-site or remote troubleshooting and resolution of hardware and software problems; assisting computer support technologists and coordinators in the implementation of computer/network cyclical and ad hoc work and projects; and responding by phone, online or in-person to client requests for technical advice and service/support.

QUALIFICATIONS

- Post-secondary 2-year diploma in a computer-related discipline with an emphasis on the diagnosis and resolution of hardware and software issues
- Minimum 2 years' experience in computers and other associated technology devices. The experience and expertise needs to cover:
 - a) The diagnosis, troubleshooting and installation of PC/MAC and other technology platforms;
 - b) The deployment and installation of application software;
 - c) The troubleshooting of both hardware and software, including testing methodology and procedures.
- An equivalent combination of education and/or experience may be considered; preference will be given to applicants meeting the education requirements
- Valid G Drivers License
- Access to a reliable vehicle
- Demonstrated strong organizational skills and attention to detail
- Demonstrated ability to work independently and as a team
- Demonstrated excellent verbal and written communication skills

While transcripts are not required for the interview, they are mandatory prior to any offer of employment.

How to Apply:

For more information and how to apply, please visit the Fanshawe College website at: <https://jobs.fanshawec.ca/>

We thank all applicants for their interest; however, only those chosen for an interview will be acknowledged.

Fanshawe College is an equal opportunity employer. We are committed to equity, value diversity, and welcome applicants from diverse backgrounds.

Fanshawe College provides accommodations to job applicants with disabilities throughout the hiring process. If a job applicant requires an accommodation during the application process or through the selection process, the hiring manager and the Recruitment Coordinator leading the recruitment will work with the applicant to meet the job applicant's accommodation needs.