Technical Support Assistant - IT Services

StFX University IT Services is hiring a summer student on a full-time basis in a technical support role.   The successful candidate will be an effective communicator, technically competent, a self-starter and a problem solver.

Anticipated Duties:

Project Support: Provide assistance to the project team implementing new technologies. Duties may include managing hardware, providing support to systems users, and developing materials to be used as user guides or for formal training.

Computer Deployment Support: Assist in the setup, deployment and tracking of computers as part of the annual evergreen program upgrade. Also includes retrieval and disposal of retired systems.

Asset Management and Analysis: Assist in preparation for 2025 computer hardware replacement including verifying, updating inventory, and confirming asset details. Participate in inventory control process.

ITS Service Promotion Plan: Develop an annual communications plan and associated materials to build awareness of services provided by ITS. Materials may include documents, videos, and in-person sessions.

Onboarding Support and Training: Develop and deliver material to assist new users in using the University's IT systems effectively.

Qualifications:
- Must be a StFX student.
- IT and/or business educational background is an asset.
- Excellent written and oral communication skills.
- Ability to work independently and as part of a team.
- Flexible and adaptive to a highly dynamic and ever-changing work environment.

Work Setting /Conditions
- Primarily at a desk, sitting or standing.
- May require long periods using a computer and/or on the phone.
- Primarily on campus, some potential for work from home

Job Details:
Hours: 35 hrs/wk
Wage: $18/hr plus 4% vacation pay
Dates: May 5 – August 15, 2024 (16 weeks)

Please email a letter of application and resume to cthompso@stfx.ca by Monday, February 24, 2025. Only those selected for an interview will be contacted. Interviews will take place in early March.