



ST. MILDRED'S-LIGHTBOURN SCHOOL
INSPIRED GIRLS. EMPOWERED WOMEN.

Help Desk Technician
Full-Time Temporary Contract Position
Approximate Contract Date: January 26, 2026 to June 12, 2026

Who We Are

Located on 10 beautiful acres in the heart of Olde Oakville, St. Mildred's-Lightbourn School (SMLS) is a premier independent school for girls from JK through to Grade 12. Our mission is to engage each girl in a personalized, real-world learning experience where she explores her unique pathways within a nurturing community.

An Opportunity to Join SMLS

Role Overview

To support our vision of empowered young women challenging and transforming the world, we are currently seeking a Help Desk Technician. The successful candidate will be responsible for the overall functionality and direction of the Help Desk and for ensuring all student and employee requests are dealt with in an efficient and effective manner. Note that this is a full-time temporary contract position to account for an upcoming leave of absence.

Position Details

Department: Information Technology

Reports to: Director, Information Technology

Liaises with: Staff, Faculty, Students

Education: Post-secondary education in Computer Programming, Networking or Computer

Experience: 5+ years of Help Desk experience

Advanced knowledge of Mac and PC Applications

Comfort with Audio/Visual presentation equipment and use

Experience in Education (asset)

Experience in an Independent School (an asset)

Experience in not for profit environment (an asset)

Working Conditions: Office / School Environment, Mac, Google

Key Responsibilities

- Understanding of PC and Mac Platforms, understanding of network systems, computer and computer Design, multi-tasking, project management.
- Provides technical hardware and software support for student and staff Mac laptops, Windows computers, printers, iPads, smart-phones. (total devices is approx. 700 units).
- Configures and manages profiles and iOS applications on approximately 150 iPads.
- Performs imaging/updating all SMLS laptops (staff/students) over the summer and throughout the year as needed.
- Manages assets (Mac/Windows PC/iPads etc.) in Web Help Desk with assets tied to user accounts via serial numbers.
- Configures printing devices and drivers for all devices (Mac & Windows).
- Manages users in PaperCut print queue server and configures Canon photocopying accounts for staff.

- Administers Service Desk ticketing server (creates new users, adds assets, manages incoming IT requests, delegates tickets to other IT Staff where necessary).
- Manages IT Help Desk supplies and peripherals, recommends new purchases to the Director of IT.
- Provides audio/video support and configuration – projectors, Epson Brightlinks, RevTouch interactive displays, audio equipment, presentation setups.
- Assists in administering Google Workspace for Education (Gmail, Calendar, Drive etc. including User accounts, access, groups etc.).
- Researches and tests new versions of operating systems, applications, and hardware for future hardware and software deployments.
- Troubleshooting general technical issues for staff, students and SMLS community.
- Troubleshooting, managing and maintaining specific systems such as: MDM (JAMF Pro), Apple School Manager, Papercut print queue server, Google Workspace for Education, Adobe Creative Cloud, Apple Caching Server, Blackbaud Education Management suite (MySMLS).
- Troubleshooting, managing and maintaining iPads (iOS and app deployment).
- Assist with summer laptop upgrade/deployment: student/staff laptop upgrade and deployment (approx 700 laptops), ensure accuracy of configuration, ensure completion at specified timeframe (September), troubleshoot upgrade-related technical issues, iPad management and deployment (appx 150 iPads).
- Window devices, deployment, troubleshooting and maintenance.
- Tracking and inventorying SMLS devices.
- Coordinate with external repair shops for hardware related issues.
- Manage supplies and peripherals, order as needed.
- Conduct project brainstorming and research sessions with the IT Department.
- Managing ticketing system: monitoring and assign IT support tickets accordingly, reviewing tickets resolutions to ensure quality and accuracy, manage users, and manage inventory.
- Develop proper documentation for troubleshooting and system maintenance procedures.
- Identify technical inefficiencies in systems workflow.
- Ensure projects are completed in the timeframe specified and within the budget.
- Identify opportunities for improvement, efficiencies, trends and/or issues for the Help Desk.
- Provide regular updates on Help Desk operations and projects to the Director, IT.

Who You Are

Your Strengths

Above all else, the successful candidate is a champion for girls' education. You are also:

- An enthusiastic, articulate, and creative individual who communicates with ease and confidence.
- A critical thinker who demonstrates initiative, integrity and attention to detail.
- A team player who enjoys being part of a vibrant, collaborative community and contributes positively to all areas of the school.
- An initiator who challenges the status quo and seeks better and alternative means of achieving exceptional business results.

Why Join SMLS?

Our work is meaningful and important. As a school, we support each student's interests, talents, learning needs and strengths. Through our world-class facility, Signature Programs, expertise in girls' education, and dedication to personalization, our students become lifelong learners equipped to achieve excellence in whatever path they choose.

When you join SMLS, you join a fun and supportive community!

Our employees enjoy competitive compensation packages and may be eligible for some of the following benefits:

- Health, vision, and dental care
- Life insurance, AD&D insurance, and Long Term Disability insurance
- Employee & Family Assistance Program (EFAP)
- Mental health & wellbeing resources
- Ontario Teachers' Pension Plan / RRSP program with up to 5% employer match
- A healthy lunch program during the school year
- On-site fitness facilities
- On-site parking
- Time off during Winter Break and March Break
- Summer hours and extra long weekends in line with the school calendar

OUR VISION

Young women empowered to challenge and transform the world.

OUR MISSION

To engage each girl in a personalized, real-world learning experience where she explores her unique pathways within a nurturing community.

OUR VALUES

Excellence • Courage • Integrity • Belonging

If you are interested in an opportunity to join our school, please apply online at

<https://smls.simplification.com>

We appreciate and thank all applicants for your interest in SMLS, however, only those candidates invited for an interview will be contacted.

SMLS is an equal opportunity employer and we accommodate any needs under the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. We value diversity and are committed to creating an inclusive environment within our community. Please contact Human Resources with any requirements or questions.