Founded in 1874, **Trafalgar Castle School** is one of Canada's oldest independent schools and the second oldest independent girls' school in Ontario. Our castle is a place like no other – a welcoming and vibrant community that ignites curiosity in each and every student.

Located just east of Toronto in Whitby, Ontario, the school is minutes from the 401, Whitby Go Station, and local transit. With a current enrolment of approximately 200 day and boarding students from Grades 5 to 12, **Trafalgar Castle School** is a growing community that is rich in diversity and warmth.

We are currently seeking to fill a one year maternity leave contract for:

Help Desk Analyst

Reporting to the Director of Information Technology, the Help Desk Analyst works full-time during the school year and is laid off when school is not in session. This position would start in December 2016 and continue to December 2017, with a two week lay-off at Christmas as well as March break and a two month lay-off during the summer months. The Help Desk Analyst is the principle contact for all students regarding computing services problem reports, inquiries and help requests. The Help Desk Analyst inputs, tracks and resolves computing services questions and problems.

RESPONSIBILITIES

Level 1 Help Desk
- Ensure customer satisfaction by responding to requests to the help desk. Log all customer inquiries and problems and track the same through to resolution.
- Ensure timely escalation of customer problems by documenting the impact to the customer and by assigning an appropriate severity and target resolution time.
- Conduct level one problem determination using documented procedures and available tools. Record problem symptoms and status information in a timely fashion in an effort to communicate with and properly use senior Information Technology (I.T.) staff.
- Ensure problem resolution by maintaining an action plan, initiating and tracking problem assignments to technical resources, authorized repair depots and so forth, and by keeping the customer updated on the status of problem resolution.
- Initiate escalation as appropriate to ensure management awareness of problems that are severe in nature or that are exceeding documented targets.
- Maintain the problem resolution database in conjunction with senior Information Technology (I.T.) staff.
- Conduct regular audits of computing devices and assist in the maintenance of the computing systems inventory database.

- Provide Professional Development and introductory training for staff.

Networking Issues
- Repair and replacement of damaged components.
- Ensure that school maintained computers are able to be attached to the network at all times, where appropriate.
- Installation and configuration of software.

Connected Classroom / Out of the Box
- Attend "Out of the Box" events as a support contact.

General Issues
- Identify opportunities for I.T. initiatives.
- Review software publishers' websites for beneficial patches and updates.
- Prepare monthly and year-end reports regarding Help Desk requests, trends and usage.
- Assist senior Information Technology (I.T.) staff during low-usage periods in major Information Systems upgrades and installations.

Audio/Visual
- Assist in the setup of audio/visual equipment required for events, specifically computer peripherals, with the help of the Maintenance Department (where appropriate).

QUALIFICATIONS AND SKILLS

- Excellent communication and interpersonal skills.
- Dedication to quality customer service and a working knowledge of enterprise-wide service delivery procedures.
- Solid foundation in computer science and networking.
- Creativity and initiative.
- Demonstrated organizational and analytical skills.
- Ability to work independently as well as part of a team.
- Ability to work under tight pressures and deadlines.
- Completion of a post-secondary program in Information Technology or an equivalent combination of education, training and experience.
- 2-3 years' field experience in a Help Desk and/or support environment.
- Familiarity with Microsoft Office productivity suite, G Suite for Education (Google Apps for Education), Help Desk tracking software, Microsoft Windows, Microsoft Windows Server, Apple OS X.
- Experience with software installation, integration and troubleshooting.
- Additional IT certifications an asset.

Interested candidates should submit a cover letter and resume by November 1, 2016 to:

Peggy Watt, Human Resources Manager
Trafalgar Castle School

401 Reynolds Street, Whitby, ON L1N 3W9
Email: careers@trafalgarcastle.ca

Trafalgar Castle School thanks all interested candidates, however, only those selected for an interview will be contacted. Trafalgar Castle School is committed to providing accommodations for persons with disabilities. If you require accommodation at any stage during the recruitment process, please contact Human Resources so that we may work with you to meet your needs. As a condition of employment, successful candidates will be required to submit a current original Vulnerable Sector Screening from the police jurisdiction in which they reside prior to commencing employment.

For further information, please visit us online at: www.trafalgarcastle.ca.