



## Job Posting

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Title:	<b>Service Desk Technician</b>
Reports to:	Technical Team Lead
Start Date:	Immediately
Posting Dates:	January 16 to January 27, 2017

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Havergal College is a pre-eminent Canadian independent school for girls from JK to Grade 12. Exceptional faculty and staff are Havergal's competitive advantage. Collaborative staff oversees the effective and efficient operation of the school, provide timely and professional service to the Havergal community and play an active role in the life of the school.

We are seeking an enthusiastic, and dedicated individual to join our faculty and staff as a **Service Desk Technician**. This is a full-time position.

### Position Overview:

This position provides first and second level technical support for faculty, staff and students in operating system, application, printing and related technologies. You will also assist the Network System Administrator in all job tasks.

### The key responsibilities for the position include:

- Work collaboratively as an IT team member to ensure Havergal's network is running efficiently and the IT needs of the school are met in a timely manner.
- Offer 1<sup>st</sup> and 2<sup>nd</sup> level client support and escalate when necessary
- Maintain Service Desk problem ticket and knowledge database
- Research specific issues and recommend / implement solutions
- Research, recommend, test, and source new hardware / software solutions
- Track all incoming and outgoing IT and AV inventory
- Assist in maintaining a centralized software library
- Maintain security privileges and configurations on the network.
- Image, prepare, maintain, and troubleshoot laptop and desktop computers
- Manage, maintain, configure and troubleshoot:
  - Printers and printing needs
  - Telephone system
  - Digital Signage system
  - Public Address system
  - Audio Visual Systems: Projectors, TVs, Interactive Whiteboards and Audio Systems
- Assists the Network System Administrator

### **Qualifications:**

- Under graduate degree in Computer Science or equivalent job experience
- Good knowledge and experience in supporting Windows and Mac operating systems plus applications and common productivity software suites
- Experience in building, configuring and troubleshooting Windows and MAC desktops and laptops
- Experience with Casper Suite an asset
- Good understanding of Active Directory
- Good understanding of projectors, interactive whiteboards and other audio/visual equipment.
- Basic understanding of public address, VOIP telephony systems and unified communications.
- Experience with maintaining digital signage delivery systems
- Experience in supporting and troubleshooting network printers/copiers
- Strong customer service skills and advanced critical thinking skills
- Superior documentation skills are required
- Experience in supporting mobile devices such as smart phones and tablets
- The following skills are considered additional assets:
  - Experience with VMware
  - Knowledge of CISCO equipment with basic networking skills
  - Experience in firewall and content filtering support and configuration
  - Knowledge and experience with enterprise backup software

### **Employment and Application Details**

Havergal College offers an excellent working environment and a competitive compensation and benefits package. Qualified and interested candidates should submit a letter of application and resume by January 27, 2017 to: Human Resources, Havergal College, 1451 Avenue Road, Toronto, Ontario, M5N 2H9 or email: [careers@havergal.on.ca](mailto:careers@havergal.on.ca) and include “Service Desk Technician” in the subject line.

We thank all candidates for their interest. Only those selected for an interview will be contacted. **No telephone calls please.**

Havergal College is committed to providing accommodations for persons with disabilities. If you require accommodations please contact Cathy LeBlanc at 416-483-3519 ext. 6605 or by email at [careers@havergal.on.ca](mailto:careers@havergal.on.ca).