



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

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# Job Board Posting



Careers.Indigenous.Link

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## TECHNICAL SUPPORT ANALYST

<b>Job ID</b>	<b>61975-1297</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=61975-1297">https://careers.indigenous.link/viewjob?jobname=61975-1297</a>	
<b>Company</b>	McMaster University	
<b>Location</b>	Hamilton, ON	
<b>Date Posted</b>	From: 2024-04-26	To: 2050-01-01
<b>Job</b>	Type: Full-time	Category: Education

### Description

#### Unit/Project Description:

The Student Affairs Tech Team at McMaster University is seeking a motivated and technically skilled individual to take on this challenging role. The successful applicant, under the supervision of our team of Senior System Administrators, will be responsible for providing front-line technical support to McMaster's Department of Student Affairs (<http://studentaffairs.mcmaster.ca>). The department consists of ten business units providing a diverse range of services to the McMaster community. The successful candidate for this position will be an integral part of the Student Affairs Technical Team and work closely with the Infrastructure and Support group to ensure that our clients receive the highest level of service.

#### Job Summary:

The Technical Support Analyst provides Level II technical support with respect to software applications and hardware. Responsible for assisting Level I personnel solve basic technical problems and for investigating elevated issues by confirming the validity of the problem and seeking for known solutions related to these more complex issues.

#### Purpose and Key Functions:

- \* Diagnose, assess, circumvent, and find remedies for a variety of service incidents that deviate from planned or expected information system behaviour.
- \* Combine investigative, analytical, and design skills with knowledge of hardware and software applications and technology.
- \* Provide technical expertise and functional support for software and hardware package implementations to meet business requirements.
- \* Analyze and evaluate the impact of application enhancements.
- \* Provide expertise and practical assistance in delivering services that comply with established standards.
- \* Identify, evaluate, and prioritize customer problems and complaints to ensure that inquiries are successfully resolved.
- \* Carry out investigative work on a variety of requirements, information flow, and processes.
- \* Elicit additional information from users to accurately diagnose problems.

- \* Implement non-standard solutions and work-arounds.
- \* Analyze and evaluate support reports and make recommendations to reduce potential calls to the Service Desk.
- \* Review and assess systems and software production quality management against established standards.
- \* Evaluate hardware, software, and transmission service alternatives as business requirements change.
- \* Demonstrate innovation in applying knowledge to non-standard situations.
- \* Localize and rectify faults in network connectivity and applications and respond to non-routine user problems.
- \* Analyze, examine, and validate processes.
- \* Interpret technical and procedure manuals for non-technical users.
- \* Set priorities for problem resolution, monitor progress, and apply the appropriate escalation procedures.
- \* Train clients in the use of applications and computer systems.
- \* Provide detailed technical advice and guidance to users, clients, and staff.
- \* Produce technical and descriptive documentation.
- \* Investigate means to improve service levels given technology trends.
- \* Interact with testing team and provide technical input, support, and analysis for software and hardware specifications.
- \* Research, evaluate, and recommend new products and upgrades.
- \* Disassemble and reassemble computer hardware and peripherals using a variety of hand tools.
- \* Handle minuscule and delicate components when repairing equipment which requires precision placement and removal.
- \* Remain current with frequent advances in the field of information technology.
- \* Plan, schedule, and monitor own work within short time horizons.
- \* Organize individual time, work and resources to accomplish objectives in the most effective and efficient way.
- \* Understand and use appropriate methods, tools, and applications to complete work tasks.
- \* Demonstrate a rational and organized approach to work and identify development opportunities.
- \* Absorb technical information when it is presented systematically and apply it effectively.
- \* Use measurement methods to monitor progress toward goal attainment, tenaciously working to meet or exceed those goals, while deriving satisfaction from the process of goal achievement and continuous improvement.
- \* Ensure that the internal and external customer perspective is a driving force behind decisions and activities.
- \* Follow service practices that meet customers' and University needs.
- \* Interact with others in a way that gives them confidence in one's intentions and those of the University.
- \* Work collaboratively with others to achieve departmental and institutional goals. Actively participate as a member of a team to move the team toward the completion of goals.
- \* Perform a range of varied work activities in a variety of structured environments.
- \* Successfully engage in multiple initiatives simultaneously.
- \* Apply and enforce department change control policies and procedures.

**Supervision:**

Provide direction to others in how to carry out work tasks.

**Requirements:**

3 year Community College diploma in Computer Technology or related field of study.

Requires 3 years of relevant experience.

**Assets:**

Highly skilled with regards to troubleshooting common desktop, laptop, mobile device and peripheral issues

Expert in providing support for recent Microsoft Office suites including Office 365

Knowledge of McMaster's technical and network environment

Experience supporting the Clockwork scheduling system

Knowledge of the OSCAR EMR system

Ability to support accessibility software including JAWS, Zoomtext and others

Knowledge of McMaster's OscarPlus Career and Cooperative Education System

For more information, visit McMaster University for TECHNICAL SUPPORT ANALYST