



# 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.Link's 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:  
Toll Free Phone: (866) 225-9067  
Toll Free Fax: (877) 825-7564  
L9 P23 R4074 HWY 596 - Box 109  
Keewatin, ON P0X 1C0

# Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/04/19

## Technology Support Specialist

<b>Job ID</b>	<b>97-AB-8E-27-BE-58</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=97-AB-8E-27-BE-58">https://careers.indigenous.link/viewjob?jobname=97-AB-8E-27-BE-58</a>	
<b>Company</b>	Western University	
<b>Location</b>	London, Ontario	
<b>Date Posted</b>	From: 2022-09-22	To: 2022-10-22
<b>Job</b>	Type: Fixed-term	Category: Information Technology
<b>Job Salary</b>	Level N	
<b>Languages</b>	English	

### Description

Classification & Regular Hours

Hours per Week: 35

Salary Grade: 13

Please note this is a temporary full time contract ending October 31, 2023.

Secondments are Welcome

About Western

Since 1878, Western University has been committed to serving our communities through the pursuit of academic excellence and by providing students, faculty, and community members with life-long opportunities for intellectual, social, and cultural growth. We seek excellent students, faculty, and staff to join us in what has become known as the "Western Experience" - an opportunity to contribute to a better world through the development of new knowledge, new abilities, new connections, and new ways to make a difference.

About Us

Western Libraries (WL) provides the library and archival expertise and infrastructure -information resources, technology, people, and spaces - required to cultivate and mobilize knowledge, and accelerate excellence in teaching, research and scholarship.

Responsibilities

The Technology Support Specialist provides first level technical support and troubleshooting for all current services and applications, including computer, networking and software applications for all workstations within all locations at Western Libraries. The Western Libraries environment consists of both staff and public workstations, both desktops and mobile devices. The role will use software tools to create and support that structure and will provide access and support for the suite of applications and services provided by the workstation environment. The Technology Support Specialist is responsible for the physical deployment and functionality of the workstations and devices, and provides first level technical support for the leaders, staff and patrons who use these workstations and devices, and ensures that any technical questions are resolved in a timely fashion, either directly or by escalating the issue based on the severity and/or complexity. The Technology Support Specialist also provides the support and maintenance of the network of workstations, public and staff printers, multimedia equipment, and in the configuration and installation of software needed by users, ensuring appropriate security, backup and recovery procedures are implemented and procedures and documented.

Qualifications

Education:

- College diploma in Electronics Technician, Computer Programming, Computer Systems, Information Management, Information Technology or a Related field

- Undergraduate degree in Computer Sciences or related field is preferred

- A+, Lenovo, HP and/or Dell IT certifications would be an asset

Experience:

- 2 years' experience providing customer technical support including supporting a variety of operating system software, hardware, application software, and networking experience using workstations, laptops, mobile devices, and servers

- Experience providing hardware and software support and service in an academic IT environment is preferred

Knowledge, Skills & Abilities:

- Familiarity with system administration, including computer networks, operating systems, and applications software

- Familiarity with project management tools and resources

- Communication skills to describe technical concepts effectively to both novice and sophisticated users and to write clearly, and adapt style and content for intended audiences in a professional manner

- Ability to work in a manner that models best practices in confidentiality standards

- Ability to provide solutions and ideas for improvement by using imaginative approaches where constructive thinking and innovation are required

- Ability to understand customer needs and expectations and provide excellent customer service to directly and indirectly satisfy expectations

- Adapts readily and effectively to changing priorities and demands

- Ability to work independently and maintain direction and focus through proactive planning and organized approaches to work

- Excellent troubleshooting ability along with hands-on expertise in technical support

- Intermediate computer skills in Microsoft Office Suite

- Multi-tasking skills to prioritize and consistently produce high-quality work within deadlines

- Proven ability and natural inclination to develop relationships by interacting with people in a professional, respectful, and diplomatic manner

**How to Apply**

Click "Apply Now"

Interested applicants are asked to visit <https://recruit.uwo.ca> for further information and to apply online referencing job #28259 by 11:59PM on October 19, 2022.

**Western Values Diversity**

The University invites applications from all qualified individuals. Western is committed to employment equity and diversity in the workplace and welcomes applications from women, members of racialized groups/visible minorities, Indigenous persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression.

Accommodations are available for applicants with disabilities throughout the recruitment process. If you require accommodations for interviews or other meetings, please contact Human Resources at [hrhelp@uwo.ca](mailto:hrhelp@uwo.ca) or phone 519-661-2194.

**Please Note:**

Effective September 7, 2021, all employees and visitors to campus are required to comply with Western's COVID-19 Vaccination Policy.

We thank all applicants for their interest; however, only those chosen for an interview will be contacted