ST. MARY'S ACADEMY

550 Wellington Crescent, Winnipeg, MB, R3M 0C1
204-477-0244
www.smamb.ca

St. Mary's Academy is a grades 7–12 Catholic girls' school in the tradition of the Sisters of the Holy Names of Jesus and Mary.

Career Opportunity

IT Support Technician

Position is part-time—20 hours per week. Opportunity to increase to full-time. The incumbent is expected to respond to IT related emergencies outside of regular working hours when the need arises. Position starts October 1, 2021.

Under the direct supervision of the IT Manager, the IT Support Technician works collaboratively with the IT Manager to ensure the continuous daily operations of the IT services of the School. The IT support technician's (ITST) primary role is to act as the main point of contact for technical support for faculty, staff and students. Along with this role the ITST supports the operations of the IT services provided by the school.

Duties and Responsibilities

- Responds to technical support requests that continues smooth academic programming
- Provides support and troubleshooting to resolve user and IT equipment related issues
- Deploys and configures hardware and software
- Configures, maintains, troubleshoots, repairs, replaces, and upgrades desktops, laptops, tablets, printers, scanners, mobile devices, switches, projectors, Apple TVs and other IT related items.
- Participates in hardware and software inventory management
- Performs research in support of issues resolution
- Participates in network wiring and cable termination, organizing, reorganizing and labeling cables, computers, and other items
- Participates in the development and update of IT related documentation
- Performs equipment decommissioning operations
- Performs other tasks delegated by the IT manager

Role Specific Competencies, Qualifications and Requirements

- Post-secondary education in Computer Sciences or relevant work experience
- Minimum two years of experience as an IT support technician
- Experience with Microsoft Office 365 web and desktop applications, Windows 7, Windows 10, OS X, and iOS operating systems, Active Directory, TCP, VLAN, DNS, DHCP, GPO, WDS
- Working knowledge with Windows 2008 R2, Windows 2012 R2, Windows 2016 server operating systems, and Linux operating systems
- Working knowledge with VMWare VSphere 6.5
- Working knowledge of manageable switches, routers, and firewall configuration
- Must maintain confidentiality in all aspects of the job
- Able to manage multiple tasks with frequent interruptions, prioritize work and use good judgment in decision making
- Good written and oral communication skills
- Able to work in a team-oriented, collaborative environment

How to apply

Submit cover letter and résumé to Jennifer Tesoro, President, at jtesoro@smamb.ca.

Application Deadline

September 20, 2021

We thank all applicants for their interest in St. Mary's Academy. Only applicants considered for an interview will be contacted. All applications will be held in confidence.