

IT Support Technician

Available positions: 2

Co-op Term - 4 Month(s)

Employer: Agriculture & Agri-Food
Canada

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Open Date: 2022-7-13 **Close Date:** 2022-7-24

Work Location: Brandon, Manitoba or
Morden, Manitoba

Salary: \$16.84/hr

Job Description:

IT Support Technician

Student: Full-time hours - September 2022 – December 2022

Agriculture & Agri-Food Canada (AAFC)

Seeking an IT Support Technician Trainee with:

Ability to:

- analyze, identify and resolve problems related to hardware, software, network connectivity or access management issues
- troubleshoot operating systems, printing, email
- image and install end-user IT computer hardware with enterprise software
- support, configure, and troubleshoot smartphones either Android or iOS
- prepare documentation and provide advice, guidance or training to clients on the use of computers, peripherals, and software
- use inventory and asset management applications
- travel on occasion to off-site AAFC locations in the region (ie. research labs) using Government of Canada fleet vehicles

Knowledge or experience with:

- Active Directory, group policy
- MS Office Suite (2016) and M365 applications such as Teams, OneDrive, OneNote
- Sharepoint
- MS Endpoint Configuration Manager
- an Information Technology Service Management (ITSM) software tool, such as a ticketing system
- computer components and peripherals, such as HDD's/SSD's, video cards, monitors, headsets etc

Fluency in English is essential, good communication skills both written and verbal are required.

An interview will be conducted to assess communication skills.