



## Technology Consultant Information Technology Services Department NSGEU

### TERM (six months)

**Classification: Band 7**

**Salary Rate: \$26.33/hour - \$32.20/hour (40 hours per week)**

### Overview

The Technology Consultant is part of a team responsible for providing expert level client-side endpoint support and troubleshooting for applications and systems as well as investigate, identify, and analyze endpoint performance and configuration issues, including the safeguarding of sensitive client data.

### Key Responsibilities

- Demonstrate excellence in customer service, analytical and interpersonal /communication skills in responding efficiently, effectively and in a professional manner by phone, by e-mail, remote control software or on-site to all requests for Service and Support for (but not limited to) the university owned laptops, desktops, tablets, phones, classroom computers, computer labs, and research computers.
- Respond to requests to analyze and resolve service and equipment issues for computing platforms, related system services, and peripheral devices.
- Provide both routine and non-routine technical support of hardware, applications, operating systems and networking equipment (anything from the wall to the computer).
- Maintain request response & resolution documentation as well as communication with requesting faculty, student & staff using the Request Management System.
- Responsible for the deployment, configuration and maintenance of new and/or refurbished computing systems (desktop or laptop), office technology (ie printing), classroom and computer lab technology using best practice methods for disk imaging, setup, data management, disposition, refresh, and remote software configuration & administration.
- Responsible for the installation, configuration and support of university owned/licensed software applications
- Responsible for the configuration and access of university technology services including (but not limited) to copying & printing, virtual private network access, wifi network access, network storage access, etc as it relates to endpoint technology.
- Provide assistance, advice, observations and support related the IT Services managed endpoints by performing small and large scheduled and unscheduled tasks, projects and any other activities that contribute to the efficient, effective operation of the work unit and that do not have a negative effect on the mission of providing support to IT Services customers.

### Qualifications

- An Associate's Degree or Two Year College equivalent required
- 2-3 years experience in Technology Consulting
- Strong customer service, analytical and interpersonal /communication skills
- Strong work ethic and proven success working in a team environment.
- Self-starter, able to work independently as required.

- Experience in a university environment is considered an asset.
- Strong organizational skills and excellent interpersonal skills.
- Excellent written and oral communication skills.
- Ability to handle multiple projects and meet deadlines.

## **Application Instructions**

**Closing date for applications is 5 p.m. (AT) on July 24, 2023.** To apply please submit a letter of application and a resume in confidence to **Human Resources, StFX University** at [careers@stfx.ca](mailto:careers@stfx.ca). Only those selected for an interview will be contacted.

*StFX is located in Mi'kma'ki, the ancestral and unceded territory of the Mi'kmaq People.*

*StFX is seeking candidates who are committed to contributing to our priorities of equity, diversity, and inclusion. A demonstrated ability in fostering a climate of inclusion and cultural safety is a strong asset. Preference will be given to applicants who bring lived experience of historically excluded groups.*

*We are also committed to the elimination of barriers to participation for persons with disabilities. Should you require an accommodation during the recruitment process, please contact Human Resources at [hr@stfx.ca](mailto:hr@stfx.ca) or 902-867-5038.*

## **Rewards**

StFX employees work in an open and challenging environment with other members of our dedicated faculty and staff. Employees join the Xaverian community on our beautiful campus and have the opportunity to contribute to everyday Xaverian life and help foster inclusivity and sense of closeness that embodies the Xaverian community.

In addition to a starting salary commensurate with qualifications and experience, we offer a comprehensive benefits package, and employees participate in the university's pension plan. Other benefits include paid vacation and holidays (including university winter break), and tuition discounts for employees/dependants.

StFX is committed to supporting the well-being of the whole person through a comprehensive effort that includes key elements of a healthy workplace: physical environment, healthy lifestyles, mental health, and workplace culture. Various wellness resources are available to employees and eligible family members including an Employee and Family Assistance Program.

IT Services encourages and supports your growth (technical and leadership) through formal training, professional development, and mentorship. We offer remote or hybrid work where possible and promote work/life balance.

## **About St. Francis Xavier University**

Established in 1853, St. Francis Xavier University (StFX) is consistently recognized as one of the best universities in Canada. StFX exceeds the needs of today's undergraduates through providing the very best academic experience -- outstanding teaching, exceptional hands-on research opportunities, and global exchanges -- all within Canada's most vibrant and inspiring residential campus. Here, the focus is on the academic and the personal development of every student, making community and social engagement a large part of the learning experience. Our students are academically strong and highly engaged in every aspect of life, determined to make a positive impact on the world.

In 2022, Maclean's annual university rankings put StFX #1 in student satisfaction and #2 in reputation across Canada in the primarily undergraduate category.

For more, visit [www.stfx.ca](http://www.stfx.ca)

About Antigonish, Nova Scotia

The beautiful and historic town of Antigonish, Nova Scotia, is located in the northeastern corner of Nova Scotia. We're only a 15-minute drive from the ocean and two-hour drive to major urban centres. With a diverse and growing population, Antigonish is a family friendly town with lots of opportunities, access to good education at all levels, recreation, sports and culture activities. It is surrounded by rolling countryside with hiking and beautiful beaches. We enjoy a vibrant culture in the arts with music, performing arts, visual arts and crafts, and fabulous festivals throughout the year. For more information, visit [www.townofantigonish.ca](http://www.townofantigonish.ca) or [www.visitantigonish.ca](http://www.visitantigonish.ca).