



**IT Services is now accepting applications for the 2025-2026 academic year.**

Deadline to apply: Friday, Feb 16<sup>th</sup>, 2025

Do you want to become a part of a dynamic team and work in a fast-paced, professional environment while building on your professional, technology, customer service, and audio-visual skill set?

We are seeking detail-orientated applicants with strong communication skills and a willingness to learn. Students can expect to work **6-12** hours a week during the academic year in one or both shift types below.

***Help Desk Representative & Lab/Printer Assistant***

You'll be at the very busy front-line, dealing directly with faculty, staff and students who have technical issues such as forgotten passwords, network connection, printing, and email issues. In this role you will be responsible for collecting details and logging and updating tickets accurately in our tracking system; You will be an ambassador for our services and provide options and direction for clients requesting service. The lab/printer aspect of this job is ensuring our fleet of student printers is supplied and stocked and cleaned and computer lab systems are operational.

***Audio Visual Assistant***

Provide over-the-phone or in-person evening support for classrooms. Assist professors with classroom technology such as projector, laptop connection, Skype meetings, and overhead projection. Shifts for this position are only in the evenings Monday - Thursday.

**Qualifications (for both positions):**

- Basic knowledge of campus technology including classroom technology
- Active listening, and verbal and written communication skills
- Detail-oriented individuals
- Time management skills and the ability to multitask
- Adaptability and Accountability
- Customer Service Background

**Rate:** Starting at \$15.70/hr

**To apply:**

Use the Student Application button and then click [Apply Now](https://stfx.ca/ithelp) at [stfx.ca/ithelp](https://stfx.ca/ithelp) to apply.