



District School Board of Niagara invites applications for the following position:

**Casual Helpdesk Analyst
(Temporary position)
Education Centre – St. Catharines**

The functions of this position include (but are not limited to):

- Provide first point-of-contact resolution to teachers, administrators and support staff when contacting Helpdesk support via phone, email, or in person
- Connecting to end user computers/laptops remotely, investigating symptoms, and asking questions to help diagnose and resolve problems in all Board supported hardware and software applications
- Administration of user accounts between sites and password resets when required
- Liaise with Board office administration to provide onsite technical support to maintain, identify, research and resolve technical problems with computers, peripherals, network infrastructure, computer labs, wireless technology and Board approved software
- Service call management including detailed documentation of problem resolution using TopDesk Service Desk software, department sign out system and any other communication tools required
- Prepare computer systems for deployment, software installation, and setup of new technology for Board sites
- Installation/setup/teardown of AV equipment, conference phones and computer systems within the Education Centre
- Providing service and support for VoIP to end users; including extension additions or changes, and providing training to staff using VoIP
- Collaboration with team members to ensure work is fairly distributed and deadlines are being met
- Occasional travel to other board sites may be required
- Other duties as assigned

The successful applicant will have the following qualifications:

- Minimum of (3) years related experience, preferably within a K-12 educational environment, performing Helpdesk support activities
- Minimum 3-year college diploma/degree in Computer studies, Information Technology or Computer Science related fields or equivalent work experience
- A valid driver's license is required, along with the ability to travel to schools, offices and offsite locations as required.
- Ladder climbing may be required at times.
- Preference will be given to candidates with certification in MCSE, A+, CCNA, Microsoft and other industry solution certifications (preferred)
- Preference will be given to candidates familiar with TopDesk or similar enterprise service desk management system experience (preferred)
- Excellent learning, communication and organizational skills. Professionalism and client-focused service is essential
- Provision of a satisfactory Police Clearance including vulnerable sector screening (an original copy dated in the last 6 months may be acceptable) is a condition of employment.

This is a casual unionized position within the DSBN's Office, Clerical, Technical and Instructional Support employee group which includes a competitive wage and a comprehensive benefits package.

Application Deadline: Noon (12:00 pm) on December 10, 2019

**To apply, please email a cover letter and resume to: careers@dsbn.org
Please use "Casual Helpdesk Analyst Vacancy" as your e-mail subject line.**

The District School Board of Niagara is committed to equity and inclusion in the recruitment and hiring of qualified staff who reflect the diversity of our region. We encourage submissions from candidates who represent the various dimensions of diversity. We will make interview and employment accommodations during the selection process, based on any of the human rights protected grounds. Please notify us in advance and we will work with you to meet your needs. Applicants are thanked for making known their interest in working for the District School Board of Niagara. We encourage applications from all qualified individuals; however, only those under consideration will be contacted.