The Children's Aid Society of the District of Thunder Bay
Caring for children…a community responsibility

IT Support Assistant Internship
12 Month Full-Time Contract

POSITION:

The IT Support Assistant will provide support to the Systems Coordinator to assist with providing timely and effective solutions to end-user productivity issues as they relate to IT-serviced computer operations. This position will be responsible for performing question/problem diagnoses, guiding users through to issue resolution, communicating technical solutions in user-friendly language, and conducting end-user training where necessary.

Compensation: $19.00 per hour.

DUTIES AND RESPONSIBILITIES WILL INCLUDE:

- Resolve end-user IT issues
- Provide one-on-one end-user support and problem solving
- Recognize and escalate deeper and more complex issues to Systems Coordinator
- Prioritize work order/IT tickets according to severity
- Empower employees to find the tools to find IT solutions
- Always maintain a high degree of professionalism, courteousness, and friendliness
- Diagnose and resolve minor network issues
- Assist with troubleshooting software, hardware and network issues
- When necessary assist with installing networking interface cards, hubs, switches, network cabling and so on.
- Conduct timely repair of IT equipment covered by third-party vendor maintenance agreements
- Use log entries to pinpoint trends and trouble spots in order to conduct proactive maintenance repairs

QUALIFICATIONS AND REQUIREMENTS:

- University or college graduate who has graduated within the last three years from an accredited college or university.
- College diploma or Undergrad related to IT (e.g., Computer Programming, Computer Science) preferred, with CompTIA A+/Network certification
- This position must provide the intern with a first full-time employment in their field of study. Candidates must be legally entitled to work in Canada.
- Ability to diagnose problems, perform repairs on IT assets, and provide support for a wide range of applicants
- Able to quickly analyze issues and determine best course of action using available resources
- Sound judgement to escalate issues to senior members within the IT organization
- Knowledge of IT management software tools including experience with Microsoft Office and Windows 10
- Excellent written, oral, and telephone communication skills.
- Able to communicate in user-friendly language
- Knowledge of computer workstation setup
- Exceptional multi-tasking abilities and prioritization skills
- Strong customer service mindset
- Team player able to work under pressure
- Able to lift at least 50 lbs.

APPLICATION PROCESS
CLOSING DATE: MARCH 29, 2019

Please submit a cover letter and resume on-line at www.thunderbaycas.ca "Career Opportunities". Individuals may also submit an application directly to: Human Resources, The Children's Aid Society of the District of Thunder Bay, 1110 Jade Court, Thunder Bay, ON P7B 6M7

The CAS is committed to creating a diverse and inclusive environment and welcomes applications from all qualified individuals including women, members of visible minorities, aboriginal persons and persons with disabilities. Reasonable accommodations during the recruitment process will be provided in accordance with the Ontario Human Rights Code. Applicants may make accommodation requests when contacted for an interview. We thank all applicants; however only those considered for an interview will be contacted.

THIS OPPORTUNITY IS PROUDLY SUPPORTED BY: