Algoma University is committed to undoing systemic and institutional discrimination and being publicly transparent and accountable. Diversity, equity, and inclusion are fundamental to our Special Mission. In keeping with the Seven Grandfather teachings that are the core values that inform our decisions as an institution, we are committed to creating a welcoming, inclusive, respectful, and safe environment where everyone belongs. We live these values through the strength and richness that diversity brings to our workforce and welcome contributors from equity-deserving groups including: Indigenous Peoples, Black and racialized persons, women, Persons with Disabilities, 2 Spirit, Lesbian, Gay, Bisexual, Transgender, and Queer persons.

Job Title:	**Service Desk Specialist** *Staff Bargaining Unit*
Position Status:	Permanent, Full Time (35 hours/week) OSSTF
Department:	Innovation & Technology (ITS)
Supervision Received:	Manager, IT Service Operations
Supervision Exercised:	Student Assistants
Location:	Greater Toronto Area (GTA), ON
Number of Positions:	1

PRIMARY FUNCTIONS:

A.	Service Desk	50%
B.	Inventory Control	10%
C.	Purchasing	10%
D.	Imaging	10%
E.	Training	5%
F.	Administrative Duties	5%
G.	Other Duties	10%
TOTAL		**100%**

The primary function of the Service Desk Specialist is to provide technical assistance and support related to computer systems, hardware, or software. The incumbent will also respond

to queries, run diagnostic programs, isolate problems, and determine and potentially implement solutions. This position processes purchase orders and is responsible for purchasing goods and services as requested by the ITS team, as well as maintaining the inventory of goods and services. This person will aid in imaging computer systems for transition to operations, and will also be responsible for assisting all customers with questions about any of the University's supported software and computing platforms. Other duties include installing/configuring software/hardware and assisting in providing training.

RESPONSIBILITIES:

A. Service Desk (50%)

- Provide level I and II hardware, software, and applications support for the following:
  - Faculty and staff computers and printers
  - Student computer labs and printers
  - Classroom computers and audio/visual equipment
  - External clients as required
- Troubleshoot reported problems, record incidents, document resolutions or escalate as required.
- Research problems using various resources; work with senior staff and other consultants.
- Utilize the ITS work order system to track service calls.
- Ensure the needs of internal clientele are met and ensure a timely response.
- Create and maintain faculty, staff, and student accounts.
- Create faculty, staff, and student ID cards using the campus access control system.
- Assign access levels to ID cards, and provide card and event history reports.
- Oversee the sale of Service Desk products and services, such as print quota, computer equipment, and phone cards.
- Assist senior ITS staff with the implementation and support of software packages as required.
- Setup new computer systems through the installation and configuration of operating systems and other software applications, ensuring proper connectivity to the campus network, correct user access, and working with the user to perform acceptance testing Maintain audiovisual and media systems such as projectors, sound systems, document cameras, and video conference equipment.
- Perform operating system and software application upgrades, and investigate and implement program fixes as required.
- Provide training to Service Desk assistants.
- Prioritize, assign, and coordinate tasks to Service Desk assistants.
- Provide support for Learning Management Systems (LMS).
- Provide support for streaming clients.
- Provide support for virtual private network (VPN) connections and issues.
- Provide support for remote desktop (RDP) connections and issues.

B. Inventory Control (10%)

- Work with the Systems and Network Administrator to optimize inventory control procedures.
- Examine the levels of supplies and materials to determine shortages.
- Document daily deliveries and shipments to update inventory.
- Prepare reports on inventory operations, equipment levels, and adjustments for the Systems and Network Administrator.
- Evaluate new inventory to ensure it's ready for shipment.
- Perform daily analysis to predict potential inventory problems.
- Order new supplies to avoid inefficiencies or excessive surplus.
- Analyze different suppliers to obtain the best cost-effective deals.
- Recommend an inventory of parts for emergency repairs.
- Aid in the procurement of assets.

C. Purchasing (10%)

- Process purchasing requests from IT Team.
- Researching and comparing suppliers, goods, and services.
- Selecting the most suitable suppliers in terms of reliability, product quality, and cost-efficiency.
- Monitoring inventory levels and determining purchase needs.
- Requesting cost proposals and negotiating contracts and prices.
- Preparing and processing purchase orders.
- Maintaining records of all transactions, purchase orders, receipts, and payments.
- Scheduling and verifying purchase deliveries.
- Building and maintaining positive, long-term supplier relations.

D. Imaging (10%)

- In coordination with the Systems and Network Administrator, order technology based on user needs.
- Prepare systems for imaging including, but not limited to upgrades, repairs, and cleaning.
- Ensure proper system builds.
- Set up master images and application packages.
- Deploy systems.
- Audit images for connectivity, integrity, and functionality.
- Work with Systems and Network Administrator to schedule regular image updates.
- Document processes and update to master images and application packages.

E. Training (5%)

- Support faculty, staff, and students in their use of campus computing resources by providing simple and effective documentation such as manuals and operational procedures.
- Assist in coordinating training sessions for staff and faculty based on needs and skill levels.

F. Administrative Duties (5%)

- Maintain and document solutions as identified by the IT Team for root causes of IT issues.
- Maintain the knowledge base in the service desk management system.
- Perform daily system monitoring of the service desk management system.
- Maintain and review equipment performance records in order to determine the need for repair or replacement and recommend changes to the Service Delivery Manager.
- Monitor and report on work orders issued from the service desk system to the Service Delivery Manager.
- Participate in departmental meetings to ensure the impact of ITS initiatives are understood and planned for.
- Review and update processes, and procedures, and maintain appropriate documentation on an ongoing basis.
- Participate with the ITS team in determining new hardware direction and updates to standard computer images.

G. Other Duties (10%)

- Liaise and maintain positive relationships with internal teams and external partners.
- Represent the IT department on appropriate internal and external committees.
- Research trends in technology in order to build the campus of the future, as well as incorporate best practices and standards.
- Assist in the development and implementation of departmental policies, procedures, and operational plans.
- Work with the Service Desk team in supporting areas of responsibility and tracking resolutions.
- Provide basic support on common user problems with the network, printing, email, and audio-visual equipment when needed.
- Design and offer end-user training sessions and workshops.

WORKING CONDITIONS:

Physical Effort *Moderate*

	Work activities require moderate periods of physical effort, requiring a variety of muscle movements with frequent requirements for speed and coordination.
Physical Environment	*Minimal* Minimal exposure to unpleasant/disagreeable conditions
Sensory Attention	*Considerable* Work requires a frequent need to concentrate on a variety of sensory inputs for a lengthy duration requiring diligence and attention (repairing equipment).
Mental Stress	*Considerable* Work activities are performed in an environment with frequent exposure to mental pressure conditions where mental stress may be noticeable.

MINIMUM QUALIFICATIONS

- Undergraduate degree in Information Technology or Computer Science, and a minimum of two (2) years relevant experience, or an equivalent combination of education and experience, is required.
- Level II Hardware/Software Certification (i.e. CompTIA Network+) is required.
- Excellent knowledge and experience with Microsoft Windows, Office, and G-Suite.
- In-depth knowledge of a broad range of information technologies including, but not limited to, software applications, computer networks, operating systems, and the installation, configuration, and maintenance of computer systems.
- Excellent planning, analytical, and problem-solving skills.
- An eagerness to learn as new questions and situations arise, and to stay up-to-date with current news, system information, problems, changes, and updates relevant to our user community.
- Ability to adapt to new technologies and use them to improve current infrastructure.
- Ability to work in a dynamic self-empowered environment and participate concurrently on multiple tasks.
- Exceptional interpersonal skills with a proven ability to build and maintain positive relationships.
- Excellent communication skills, particularly the ability to make formal presentations, and read and interpret specialized technical documentation.
- Ability to work both in a team environment, and independently.
- Understanding of, and ability to uphold, strict confidential regulations as per university policy.

- Excellent administrative and organizational skills with the demonstrated ability to take initiative and prioritize work in a high-volume office.
- Ability to multitask and work under pressure in a dynamic environment.
- Ability to work effectively with people of diverse backgrounds, styles, and abilities.
- Innovative problem-solver.
- Commitment to understanding Algoma University's Special Mission and The Seven Grandfather Teachings.

Salary Scale: **$58,996 to $73,745 annually**

Please submit a resume and cover letter (combined PDF) to talent.acquisition@algomau.ca no later than 4:00 p.m. on March 5, 2024.

Algoma University is strongly committed to fostering diversity and inclusivity within our community and is an equal-opportunity employer. The university invites and encourages applications from all qualified individuals who would contribute to the further diversification of our Institution, including equity-deserving groups that are traditionally underrepresented in employment (Indigenous peoples, racialized persons, women, persons with disabilities, and 2SLGBTQQIPA+ persons).

In accordance with the Accessibility for Ontarians with Disabilities Act, 2005, upon request, accommodation will be provided by Algoma University throughout the recruitment, selection, and/or assessment process to applicants with disabilities.