

POSITION ANNOUNCEMENT

JOB TITLE:	COMPUTER TECHNICIAN II
TYPE OF VACANCY:	ADMINISTRATIVE
REPORTS TO:	SENIOR COMPUTER TECHNICIAN
DEPARTMENT:	OFFICE OF INFORMATION TECHNOLOGY
SUMMARY: The primary duties include the support and maintenance of all University computer systems, desktops and peripherals. This includes installing, diagnosing, repairing, maintaining and upgrading all hardware and equipment while ensuring optimal workstation performance.	
DUTIES & RESPONSIBILITIES: The duties of the Computer Technician II include but are not limited to the following: ➤ Install, configure and upgrade operating systems, applications and utilities, using standard business and administrative practices; ➤ Perform installation and deployment of all University hardware and accessories (Desktop/laptop computer, copier, printer...); ➤ Will be required to support Windows-based and Apple computers; ➤ Will be required to perform computer, printer, copier, scanner and other peripheral maintenance, troubleshooting and upgrades at the University and Satellite locations; ➤ Provide second level support for hardware and software problems assigned by the Help Desk and advise on the steps or actions needed to resolve the problem; ➤ Update tickets in the Help Desk ticket system. If warranted, escalate ticket to the next level; ➤ Must ensure that users are able to logon and open applications on the desktop, and connect to approved network resources (files, folders, print devices, etc...); ➤ Will be expected to uphold departmental policy regarding use and abuse of Computing Property of the University; ➤ Assist with or record new, relocated or decommissioned hardware/device information based on the agreed format needed to update the hardware database;	

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- Assist with procedural documentation process for future reference;
- Assist with the maintenance of the Fixed Assets inventory updates;
- Responsible for ensuring that assigned computer laboratories are properly maintained and in good standard to serve students;
- May be required to assist with pulling and/or rewiring of cables as required for new installations and office reconfiguration;
- Document new hardware/device installation or upgrades;
- Assists with the research of new hardware;
- Liaise with external vendors;
- Assist with the procurement of desktop/laptop, printer and copier parts etc...;
- Maintain institutional data integrity whether this be by backup/restore demos or diagnostic/repair scans;
- May be required to travel to Satellite campuses;
- Test and validate wireless access connectivity problems assigned by the Help Desk;
- Performs other related duties, as assigned.

QUALIFICATIONS:

- Associate Degree or equivalent qualification in IT or Electronics related field;
- Microsoft Certified Desktop Support Technician (MCDST) optional;
- At least 3 years of relevant work experience;
- Current A+ Certification required.

KNOWLEDGE, SKILLS & ABILITIES:

- Ability to maintain strong and professional interpersonal relations;
- Excellent oral and written communications;
- Ability to carry out responsibilities with minimal supervision;
- Excellent time management and prioritizations skills;
- Comprehensive knowledge of PC hardware installation, testing, repair and troubleshooting;

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- Experience in a customer support environment;
- Basic knowledge of IP protocol suite.

PHYSICAL REQUIREMENTS:

- Must be able to stoop, reach, stand, walk, lift, pull, push, grasp, talk, hear, see and use repetitive motions;
- May be required to lift and/or move up to 30 pounds of materials.

To ensure full consideration, interested candidates should submit the following items via email to the address given below with the subject *Computer Technician II*:

- A completed UB Employment Application Form (follow link: www.ub.edu.bs/wp-content/uploads/2017/01/Application-for-Employment-Staff.pdf);
- A cover letter of interest highlighting work experience and accomplishments relevant to the position;
- Current Curriculum Vitae or Resume;
- Copies of Relevant Qualifications and Certificates;
- Copy of the relevant pages of a valid passport showing passport number, photo identification and expiration date;
- Copy of N.I.B. Card;
- At least three (3) written professional references.

Submit all electronically to:

Email: hrapply@ub.edu.bs

Attention: **Vice President, Human Resources**

Subject: **Computer Technician II**

Please visit our website at www.ub.edu.bs for more information about the University.

Salary Scale	DPS - 4 \$23,940.00 x \$600 - \$32,940.00
Date Published	August 2019
Application End Date	September 2019
Date to be Removed	September 2019

The above statements are intended to describe the general nature and level of work to be performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the Computer Technician II.

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