

## POSITION ANNOUNCEMENT

<b>JOB TITLE</b>	<b>COMPUTER TECHNICIAN II (2)</b>
<b>TYPE OF VACANCY</b>	<b>STAFF</b>
<b>REPORTS TO</b>	<b>ASSISTANT DIRECTOR, SYSTEMS SUPPORT</b>
<b>SCHOOL/DEPARTMENT</b>	<b>OFFICE OF INFORMATION TECHNOLOGY</b>
<b>SUMMARY:</b> The Computer Technician II will be required to provide support to the OIT Department and be responsible for the maintenance, configuring and supporting 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.	
<b>DUTIES &amp; RESPONSIBILITIES:</b> The position of Computer Technician II is required to perform a variety of tasks including but not limited to the following: <ul style="list-style-type: none"><li>➤ Install, configure and upgrade operating systems, applications and utilities, using standard business and administrative practices;</li><li>➤ Perform installation and deployment of all University hardware and accessories (Desktop/laptop computer, copier, printer, scanner, etc.);</li><li>➤ Relocate and/or assist with relocating hardware and accessories;</li><li>➤ Support Windows-based and Apple computers;</li><li>➤ Perform computer, printer, copier, scanner and other peripheral maintenance, troubleshooting and upgrades at the University's Main and Satellite locations;</li><li>➤ 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;</li><li>➤ Update tickets in the Help Desk ticket system. If warranted, escalate ticket to the next level;</li><li>➤ Ensure that users are able to log-on and open applications on the desktop, and connect to approved network resources (files, folders, print devices, etc.);</li><li>➤ Uphold departmental policy regarding use and abuse of computer property of the University;</li><li>➤ Assist with or record new, relocated or decommissioned hardware/device information based on the agreed format needed to update the hardware database;</li><li>➤ Assist with procedural documentation process for future reference;</li><li>➤ Assist with the maintenance of the Fixed Assets inventory updates;</li></ul>	

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- Ensure that assigned computer laboratories are properly maintained and in good standard to serve students;
- Assist with pulling and/or rewiring of cables as required for new installations and office reconfiguration;
- Document new hardware/device installation or upgrades;
- Assist 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.

### **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;
- 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.

### **QUALIFICATIONS:**

- Associate Degree in Computer Studies or equivalent qualifications (in IT or Network Communication Engineering related field or comparable training/experience directly related to Telephone repair or equivalent combination of education and experience) AND five (5) years of relevant work experience;

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- Microsoft Certified Desktop Support Technician (MCDST) optional;
- Current A+ Certification required;

<b>Reports to</b>	<b>Assistant Director, Systems Support</b>
<b>Salary Grade</b>	<b>DPS-4</b>
<b>Application End Date</b>	<b>November 1, 2017</b>
<b>Date Published</b>	<b>October 19, 2017</b>
<b>Date to be Removed</b>	<b>November 2, 2017</b>

**Requested Information:** Interested applicants should submit the following electronically to the Human Resources Department via the email address below:

- A cover letter of interest highlighting work experience and accomplishments relevant to the position;
- Completed Employment Application Form ([www.ub.edu.bs/wp-content/uploads/2017/01/Application-for-Employment-Staff.pdf](http://www.ub.edu.bs/wp-content/uploads/2017/01/Application-for-Employment-Staff.pdf))
- Current Curriculum Vitae or Resume;
- Copies of 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.

**E-Mail Address:** [hrapply@ub.edu.bs](mailto:hrapply@ub.edu.bs)  
**Attn: Director, Human Resources**

*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.*