

Human Resources Department

JOB TITLE	COMPUTER TECHNICIAN II
TYPE OF VACANCY	STAFF
DEPARTMENT/UNIT	OFFICE OF INFORMATION TECHNOLOGY
REPORTS TO	SENIOR COMPUTER TECHNICIAN
<p>SUMMARY: The primary duties include the support and maintenance of all University computer systems (desktop, laptop, POS systems, Windows, Mac OS, etc.) and peripherals. This includes installing, diagnosing, repairing, maintaining and upgrading all hardware and equipment while ensuring optimal workstation performance.</p>	
<p>DUTIES & RESPONSIBILITIES: The position of Computer Technician II is required to perform a variety of tasks including, but not limited to, the following:</p> <ul style="list-style-type: none"> ➤ 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 Main 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 with status update(s), resolution and hardware information (model, serial no), where appropriate and when necessary, decommissioned hardware, and 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...); ➤ Responsible for ensuring that assigned computer laboratories are properly maintained and in good standard to serve students; ➤ Will be expected to uphold departmental policy regarding use and abuse of Computing Property of the University; ➤ May be required to assist with pulling and/or rewiring of cables as required for new installations and office reconfiguration; ➤ Assist with procedural documentation process for future reference; ➤ Assist with the annual inventory process and asset disposal exercises; ➤ Assists with the research of new hardware, software and tools; ➤ Liaise with external vendors; ➤ Maintain institutional data integrity whether this be by backup/restore demos or diagnostic/repair scans; ➤ May be required to travel to Satellite campuses; 	

POSITION ANNOUNCEMENT

- Test and validate wireless access connectivity problems assigned by the Help Desk.

REQUIREMENTS:

- 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

QUALIFICATIONS:

- Associate Degree in Computer Studies AND five (5) years of relevant work experience.

Salary Grade	DPS-4
Date Published	November 2022
Application End Date	December 2, 2022 (Or Until filled)
Date to be Removed	December 2022

Requested Information: Interested applicants should submit the following electronically to the Human Resources Department (*noting the position in the subject field of the email*), via the email address below:

- A letter of interest highlighting work experience and accomplishments relevant to the position;
- A curriculum vitae or resume;
- Completed Employment Application Form – Staff ([Application-for-Employment-Staff.pdf](https://ub.edu.bs/Application-for-Employment-Staff.pdf) (ub.edu.bs));
- Copies of all academic qualifications with transcripts (original transcripts will be required upon employment), certificates; and
- The names and contact information of three professional references.

Email Address: hrapply@ub.edu.bs
Subject: Computer Technician II
Attn: Vice President, 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.