

## POSITION ANNOUNCEMENT

<b>JOB TITLE</b>	<b>COMPUTER TECHNICIAN II – UB NORTH</b>
<b>TYPE OF VACANCY</b>	<b>STAFF</b>
<b>DEPARTMENT/UNIT</b>	<b>OFFICE OF TECHNOLOGY SERVICES</b>
<b>REPORTS TO</b>	<b>ASSISTANT DIRECTOR, OIT</b>
<p><b>SUMMARY:</b> 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><b>DUTIES &amp; RESPONSIBILITIES:</b> The position of Computer Technician II – UB North is required to perform a variety of tasks including, but not limited to, the following:</p> <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...);</li> <li>• Will be required to support Windows-based and Apple computers;</li> <li>• Will be required to perform computer, printer, copier, scanner and other peripheral maintenance, troubleshooting and upgrades at the University 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 with status update(s), resolution and hardware information (model, serial no), where appropriate and when necessary, decommissioned hardware, and escalate ticket to the next support level;</li> <li>• 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...);</li> <li>• Responsible for ensuring that assigned computer laboratories are properly maintained and in good standard to serve students;</li> <li>• Will be expected to uphold departmental policy regarding use and abuse of Computing Property of the University;</li> <li>• May be required to pull and/or rewire audiovisual and network cables as required for new installations and office reconfiguration;</li> <li>• May be required to install, uninstall, troubleshoot and maintain of network and voice technologies (includes, but not limited to network switches, routers, LAN/WAN links, Wi-Fi Access Points and telephones);</li> <li>• May be required to install, uninstall, troubleshoot and maintain of audiovisual and lighting equipment, software and tools (includes anti-theft systems and theft-resistant cage);</li> <li>• Assist with procedural documentation process for future reference;</li> <li>• Assist with the annual inventory process and asset disposal exercises;</li> <li>• Assists with the research of new hardware, software and tools;</li> <li>• Liaise with external vendors;</li> </ul>	



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- Maintain institutional data integrity whether this be by backup/restore demos or diagnostic/repair scans;
- Travel, when necessary, to main or other satellite campuses;
- Test and validate wireless access connectivity problems assigned by the Help Desk;
- Install, configure and upgrade audiovisual and lighting equipment, software and accessories using standard business and administrative practices.

### 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;
- Hands-on knowledge of PC hardware installation, testing, repair and troubleshooting;
- Experience in a customer support environment.

### QUALIFICATIONS:

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

### Requested Information:

**Interested applicants should submit the following electronically to the Human Resources Department Application Portal (Use the Position Listing to select the job opening). The following documents are required to complete the application:**

- A Cover letter of interest (highlighting work experience and accomplishments relevant to the position);
- Current Curriculum Vitae or Resume;
- Copies of Qualifications and Certificates;
- At least three (3) written professional references; and
- Completed UB Application for Employment Form found at this link: [UB Staff Employment Application Form.pdf](https://ubhrapply.info/PeopleFirst)

<https://ubhrapply.info/PeopleFirst>

**Incomplete application packages will not be considered**

<b>Salary Grade</b>	<b>DPS-4</b>
<b>Date Published</b>	April 9, 2025
<b>Application End Date</b>	April 22, 2025 or <b>until filled</b>
<b>Date to be Removed</b>	April 23, 2025

*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 – UB North.*