

## Computer Help Desk Assistant

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### Position Details

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#### Position Information

<b>Position Title</b>	Computer Help Desk Assistant
<b>Posting Type</b>	Temporary
<b>End Date (if applicable)</b>	08/30/2024
<b>Classification Title</b>	App G Student
<b>Pay Band</b>	1
<b>Min Salary</b>	\$16.55
<b>Max Salary</b>	\$16.55

Duties and responsibilities will include:

### Position Summary

- Setting up and configuring computer workstations in a lab environment;
- Deploying workstation software images using imaging software to academic computer labs, e-classrooms, as well as College staff computers;
- As necessary, installing computer software applications to workstations to complete deployments;
- Packing, moving, unpacking, and setting up of computer related equipment to assist with various College summer projects;
- Assisting College IT staff with network cabling projects as necessary;
- Assisting College IT staff with e-classroom equipment maintenance/renewal projects;
- Assisting College IT staff with web-conference room maintenance/renewal projects;
- General end-user IT support and completion of Help Desk trouble tickets as assigned

### Location/Campus

Thunder Bay Campus

## Education

### Minimum level of formal education required for the position

Partial Secondary School Completion

### Specific course(s), certification, qualification, formal training or accreditation required for the position

### Additional Requirements

- Computer/Technical Skills – general knowledge of computer hardware, software, and networking technologies. Knowledge/experience specifically with Windows operating systems, MS Office, Internet applications, network cabling, and hardware repair. Ability to effectively troubleshoot a variety of computer related problems (hardware, software, network, and user error). Excellent customer service and communications skills (written & verbal) are an asset.

### Field(s) of Study

- Must be a full-time post-secondary student at Confederation College in the 2023-24 academic year (minimum – attending entire winter 2024 semester). \*Full-time is defined as having a minimum 60% course load, or 40% if you have a permanent disability;
- Must be returning to Confederation College as a full-time post-secondary student in September 2024 and have submitted a confirmation of enrolment form to the Financial Aid department;
- Must demonstrate financial need which is determined by submitting a financial needs form to the Financial Aid department;
- Must be a Canadian citizen, permanent resident, protected person or an International Student of Confederation College who is legally eligible to work in Canada;

## Experience

**Typical number of years of experience, in addition to the necessary education level, required to perform the responsibilities of the position**

Less than one (1) year

**Type of Experience**

## Posting Detail Information

**Posting Number** SU-P-24-79P

**Close Date** 03/10/2024

**Hours of Work**

**Shift Type**

**Special Instructions to Applicant**

**Quick Link for Direct Access to Posting**

## Reference Collection Settings

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### Reference Collection Settings

**Minimum Requests** 0

**Maximum Requests**

**Reference Related Instructions**

## Supplemental Questions

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Required fields are indicated with an asterisk (\*).

1. Please indicate if you are enrolled as an international or domestic student.
  - international student
  - domestic student

## Documents Needed to Apply

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### Required Documents


1. Resume
2. Cover Letter (Address to Human Resources)

## Optional Documents

Confederation College  
P.O. Box 398, 1450 Nakina Drive  
Thunder Bay, ON P7C 4W1

 (<http://www.facebook.com/confederation>)

 (<http://www.twitter.com/confederation>)

 (<http://www.instagram.com/confederationcollege>)

 (<http://www.linkedin.com/school/508703>)

 (<http://www.youtube.com/channel/UCPrLrH-pkMkKpsxu5HSMQ2w>)

Human Resources

(807) 473-3780 (tel:8074733780)

Privacy Policy (<http://www.confederationcollege.ca/privacy-policy>)