

## **Computing and Network Support Assistant Faculty of Arts - University of Alberta**

Position Type: Full Time – Temporary  
Duration: May 17, 2004 - August 27, 2004  
Salary: \$12.84 per hour  
Hours: 35 per week  
Number of Positions: 2  
Closing Date: May 5<sup>th</sup>, 2004 at 4:00pm MDT

As a member of the Faculty of Arts Computing and Technical Support team, the Computing and Network Support Assistant will provide front-line technical assistance to departments of the faculty. In addition, the successful applicants will assist in various capital infrastructure projects, including the deployment of an electronic mail system to 157 administrative users.

### **Duties will include:**

- Hardware Installation – Installation, setup, and relocation of equipment. Install and configure various peripheral devices (printers, scanners, etc)
- Software Installation – Installation of various applications or network clients
- Performing routine technical support duties – basic diagnostic and troubleshooting, repair and maintenance of hardware and software
- Maintenance – Deploying security updates and patches to various OS
- Administration – Creating, updating and managing technical documentation
- Training Preparation – Creating training material and content for Microsoft Outlook

### **Qualifications:**

- A+ Certification or comparable hardware/operating system education required
- Knowledge of Microsoft Windows operating system (Windows 9x, 2000/XP)
- Knowledge of the Apple Macintosh Operating System (Mac OS 8.5 and up)
- Experience in hardware and software support within a corporate network setting. University experience is preferred.
- N+ and/or MCSE training/certification is desirable
- Experience with MySQL and PHP programming is an asset, but not required.
- Strong analytical, diagnostic, written and oral communication skills
- Ability to work both independently and as a member of a team
- Regular lifting and moving of computer equipment required
- Must meet STEP hiring requirements

### **Applications and covering letters should be sent to:**

Mr. Alex Schwarzer  
Manager, Information Technology  
Faculty of Arts  
6-33 Humanities Building  
Edmonton, Alberta T6G 2E5

Electronic submissions will not be accepted