



Systems Operator/User Support Specialist (Contract)

The agency currently has available a full-time, temporary Systems Operator position in the Technical Services unit. This contract is available February 2016 through to October 2016.

This position promotes and facilitates the effective, efficient and secure use of PC's and mobile devices. Your primary role is to ensure reliable computer and communication operations so that end users can accomplish business tasks. This includes configuring and troubleshooting user equipment such as laptops, workstations, telephones and mobile devices. Your role also includes participating in selecting and deploying new software and hardware tools. As a Systems Operator, you will receive, prioritize, actively resolve, and document end user help requests and escalate incidents when necessary to maintain expectations. The successful candidate will be self-motivated and a team player and will need a combination of strong technical and interpersonal skills.

Qualifications:

- University degree or College diploma in Information Technology Support or Computer Science required;
- A thorough understanding of Windows 7, Windows 10 and Microsoft Office Suite required;
- Must be familiar with Apple technologies;
- Comprehensive understanding of PC technology including laptops and workstations, multi-function printers, and peripherals;
- Minimum of 2 years of experience installing, maintaining laptops and workstations in a user support capacity required;
- Above average communication and administrative skills needed;
- Acceptable Vulnerable Persons Criminal Record Check and Driver's Abstract;
- Valid 'G' Ontario Driver's License with access to reliable vehicle required.

Salary Range:

\$ 26.2541 to \$32.2729 per hour + 4% vacation pay
Office and Clerical - Grade 6

Article 15 applies to internal applicants.

Family & Children's Services of the Waterloo Region is committed to diversity in the workplace and strongly encourages applications from qualified individuals with varied backgrounds.

Interested applicants are invited to submit a resume to resume@facswaterloo.org, no later than 4:00 pm on February 12, 2016 quoting posting #016-2016. Resumes will only be accepted electronically.

We thank all candidates for their interest however only those selected for an interview will be contacted.

Accommodation at Family & Children's Services of the Waterloo Region

We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants need to make any accommodation requests for the interview or selection process known in advance by contacting the Human Resources Department at 519-576-1329 x3465. Human Resources will work with the applicant and the interview committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.