

Innis IT Assistant Job Description, Minimum Requirements

Minimum Requirements

The Innis College Office of Student Life is now accepting applications for IT Assistant for the 2020-21 academic year.

In order to apply, students must meet the following minimum requirements for application. Applicants must be:

- Returning as a full-time student in 2020 - 2021
- In good academic and financial standing as of May 31, 2020 (e.g. not on academic probation or in financial arrears)

Please note that the above are only the minimum requirements for applications are evaluated on a qualitative basis according to a large number of factors. **This position is open to both commuter students and residents.** Incomplete and late applications will not be considered.

Role Description

In general, the IT Staff person assists the Residence Network Services Technician and the Residence Administrative Staff in helping with connecting residents to the Innis Residence Network and assisting the Network Services Technician in the overall maintenance & repair of the Residence Network.

As this is a front-line position with regular contact with the residents, guests, Residence & University staff and the general public, tact and a helpful attitude are necessary pre-requisites for a customer-service oriented environment. Even though procedures are in place to handle most situations, understanding and flexibility are necessary in order to handle the unique situations that will inevitably arise. When working outside regular office hours, the IT Staff person must be able to perform with minimal supervision.

The IT Staff person must live in the residence for the duration of the contract, and is responsible for responding to Network connectivity issues after regular business hours in the absence of the Residence Network Services Technician. Specifically, the IT Staff person will assist the Residence Network Services Technician in:

- Connecting residents' computers to the Residence's Network;
- Troubleshooting network connection issues (both wired and wireless);
- Installing Ethernet cards;
- Configuring network drivers;

- Support and work with Windows (7/8/10) and Mac (OS 8.x and above) operating systems;
- Assist with the set-up and takedown of equipment in the Innis Residence Events room as required;
- Inform the Network Services Technician of any issues arising with the Residence's network;
- Additional duties as required;

The IT Assistant will be paid an hourly rate of \$18.00 for hours worked.

If at any time the IT Staff person has any questions or concerns related to their employment, they should speak to the Dean of Students immediately.