Job Summary
Working under the supervision and direction of Residence Technology, the Desktop Support and Network Technician will be part of a team responsible for testing all ResTel and ResNet connections and providing desktop support services to the Queen’s Housing and Ancillary Services Department.

Who Can Apply?
The applicant must be a registered student for the current/subsequent school year.

Duties and Responsibilities
• Verify Telecom and Residence central records concerning ResNet and ResTel
• Report and replace faulty/damaged phone equipment
• Report and repair damaged data/voice circuits and outlets
• Troubleshoot PC hardware and software issues
• Install and upgrade various hardware and software
• Record and document work and procedures
• Remove malware, spyware and viruses

Qualifications
• Detail oriented, motivated individual, with good verbal and written communication skills
• Adept at researching and troubleshooting both hardware and software computer issues
• Good computer software knowledge and troubleshooting skills
• Good knowledge of phone and networking protocols and terminology
• Good knowledge of desktop hardware technologies
• An aptitude for helping others
• Strong organizational and time management skills
• Ability to work independently, and in a team environment, both efficiently and courteously, as there is interaction with staff members and the public

Compensation
$12.75/hour (includes 4% vacation pay)

Please submit your resume to:
Residence Technology
Victoria Hall, Room E021
Kingston, Ontario K7L 3N8
Attention: Manager, Residence Technology

Or, Email a copy of your resume to: resnet@queensu.ca

We thank all applicants who apply for jobs, however, only those individuals selected for an interview will be contacted.