



Queen's University Housing & Ancillary Services
Information Technology
Desktop Support & Network Technician

Job Summary

Working under the supervision and direction of H&A Information Technology Services, 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

\$14/hour (+ 4% vacation pay)

Please submit your resume to:

H&A Information Technology Services
Victoria Hall, Room E021
Kingston, Ontario K7L 3N8
Attention: Manager, H&A Information Technology Services

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.