



Queen's University Housing & Ancillary Services  
Information Technology  
Special Wi-Fi Support Technician

## Job Summary

Working under the supervision and direction of H&A Information Technology Services, the Special Wi-Fi Support Technician will be part of a team, within the Queen's Housing and Ancillary Services Department, assisting students in residence with configuring and connecting their Wi-Fi routers to the ResNet network.

## Who Can Apply?

The applicant may be a student, or a casual employee

## Duties and Responsibilities

- Work scheduled times to assist students in connecting their Wi-Fi router
- Attend a paid training session before the move-in weekend
- Available to work between the hours of 8:00 AM – 6:00 PM during move-in Sept 1-4, 2021
- Flexibility to work at both support desks located at Victoria Hall and Jean Royce Hall (transportation will be provided)
- Recognize serious problems and escalate to 2<sup>nd</sup> level support staff

## Qualifications

- Detail oriented, motivated individual, with good verbal and written communication skills
- Aptitude for troubleshooting hardware and software computer issues
- An aptitude for helping others, courteous, client service orientation
- Ability to work independently, and in a team environment
- Previous experience installing Wi-Fi routers is an asset, but not required

## Compensation

\$14.25/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](mailto:resnet@queensu.ca)

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