



## STRATHCONA-TWEEDSMUIR SCHOOL

**Position:** Technical Support Analyst  
**Reports to:** Director of IT  
**Position Group:** IT  
**Status:** Temporary Full-Time (January 2022 to June 30,2022 with a possibility of extension)

<b>Overview</b>	<p>Strathcona-Tweedsmuir School (STS) is a premier, co-educational, independent day school that traces its roots and traditions back over 115 years. STS develops well-balanced students for a life of purpose by inspiring excellence in scholarship, leadership and character. The School offers an extensive co-curricular program, a technology-rich environment and enrolls approximately 700 students in Kindergarten to Grade 12. In addition to a strong academic program, STS offers a global perspective through the prestigious International Baccalaureate (IB) and Round Square Programmes. With over 200 acres, our exceptionally well-equipped campus is situated in a spectacular setting just outside of the City of Calgary nestled against the foothills of the Rocky Mountains.</p> <p>We are currently searching for a Technical Support Analyst to join our team. If you are a friendly and competent professional with interest in IT, then we are interested in you.</p> <p>Specific accountabilities include support of technical hardware and software for the students, faculty, and staff of STS This includes, but is not limited to, the repair and maintenance of all school computers, printers, projectors, interactive white boards, and other multimedia and/or “IT” equipment in place at the School.</p>
<b>Qualifications, Experience, and Skills</b>	<ul style="list-style-type: none"> <li>• In-depth knowledge of Microsoft Windows 10/11, Microsoft Office Suite of tools, Microsoft Office 365, Google cloud solutions, of local area network client connectivity, Apple OSX.</li> <li>• Experience working in a technology support role.</li> <li>• Knowledge of incident tracking software would be an asset.</li> <li>• Previous experience working in a school environment would be an asset.</li> <li>• Previous experience working with mobile technologies would be an asset.</li> <li>• Previous experience working in a BYOD environment would be an asset.</li> <li>• Demonstrate and promote the Mission Vision &amp; Goals of the School and the IT Team.</li> <li>• Service Attitude: ability to understand and demonstrate the need for customer service and satisfaction. To identify needs and wants of students and staff and respond in an effective and timely manner.</li> <li>• Self-Management: ability to direct personal performance to achieve desired results.</li> <li>• Teamwork: ability to work effectively with the other members of the IT Team to achieve optimal collective results.</li> <li>• Flexibility/Managing Change: ability to know the IT environment, initiate and respond effectively to changing conditions.</li> <li>• Communication: Ability to speak, write, listen, and secure information in a variety of settings.</li> </ul>
<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>• Act as the IT Centre’s first point of contact for support requests.</li> <li>• Diagnose and resolve technical hardware and software issues. This includes but is not limited to: desktop and laptop computers (and peripherals), interactive white boards and projectors.</li> <li>• Support printers (personal and network based) by replacing toner, clearing paper jams, diagnosing, and repairing printers, and monitoring supply stock.</li> <li>• Answer “how to” questions in related software and provide solutions and suggestions to end-user challenges.</li> </ul>

	<ul style="list-style-type: none"> <li>• Remotely provision and deploy software to faculty and students using available tools.</li> <li>• Follow standard help desk procedures by logging all help desk interactions in incident tracking software, redirecting problems to appropriate resources, identifying, and escalating problems requiring urgent attention, and following up on stale incident issues.</li> <li>• Stay current on implemented systems information, changes, and updates.</li> <li>• Warranty case-logging with vendors of laptops, desktops, interactive white boards, projectors, and printers.</li> <li>• Maintain an inventory of all laptops and other assets.</li> <li>• Follow-up on anomalies and missing equipment.</li> <li>• Create network cabling and signal qualify existing cabling as needed.</li> <li>• Assist in the summer refresh, and start of school deployment of new and existing laptops.</li> </ul>
<p><b>Application Instructions</b></p>	<p>Applications must contain a cover letter, your resume, and the names and contact information for three work-related references one of which must be a direct supervisor (your references will not be contacted without your prior consent). Please submit your application via email to <a href="mailto:careers@sts.ab.ca">careers@sts.ab.ca</a> with the position noted in the subject line. Please do not send documents via SkyDrive or other cloud-based services and please do not send letters of reference, evaluations, and/or transcripts unless asked to do so.</p> <p>Applications will be reviewed as received and interested applicants are strongly encouraged to apply early as the position may be filled as soon as a qualified candidate is selected. The application closing date is Monday, January 31, 2022 at 9:00 am.</p> <p>We thank all those who apply, but only those selected to participate in the next phase of our interview process will be contacted.</p> <p>Strathcona-Tweedsmuir School provides a welcoming environment for all employees and encourages diversity among staff and students as part of our commitment to the Alberta Human Rights Act.</p>

