



Position:	Summer Student: IT Support
Reports to:	Director IT
Position Group:	School Operations
Term:	Summer term: 8 weeks – May to June and July to August

Overview

Strathcona-Tweedsmuir School (STS) is a premier co-educational day school nestled in the Foothills of the Rocky Mountains just outside of the City of Calgary on a 220-acre campus. As an International Baccalaureate (IB) World School, STS offers all three IB Programmes from Kindergarten through to Grade 12.

In addition to the global perspective offered by the IB Diploma Programme, the School offers an extensive co-curricular program in a technology-rich environment. Students take advantage of the amazing natural setting including a small pond, forest, and extensive trail system to complement their academic learning.

STS combines the rich traditions from its 117 years of history with innovative and research-based instructional practices where students pursue lives of purpose, flourishing emotionally, physically, and intellectually.

STS is seeking a summer student for our IT Support position.

Detailed Job Description

Provision and support of technical hardware and software for the students, faculty and staff of Strathcona-Tweedsmuir School. 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. This position is located at the school.

Core Areas of Responsibility

- Act as the IT Centre's first point of contact for support requests.
- 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.
- Support printers (personal and network based) by replacing toner, clearing paper jams, helping maintain student printing limits, diagnosing and repairing printers, and monitoring supply stock.
- Answer "how to" questions in related software and provide solutions and suggestions to end-user challenges.
- Remotely provision and deploy software to faculty and students using available tools.



- 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.
- Stay current on implemented systems information, changes and updates.
- Warranty case logging with vendors of laptops, desktops, interactive white boards, projectors and printers.
- Complete inventory of all laptops and other assets.
- Follow up on anomalies and missing equipment.
- Create network cabling and signal qualify existing cabling as needed.
- Assist in end of school year collection, summer refresh, and start of school deployment of new and existing laptops.
- Assist in the setup, configuration and deployment of new technologies throughout the year.

Requirements and Qualifications

- In-depth knowledge of Microsoft Windows 10, Microsoft Office Suite of tools, Microsoft Office 365, Google cloud solutions, of local area network client connectivity, Apple OSX.
- experience working in a technology support role.
- Knowledge of incident tracking software would be an asset.
- Previous experience working in a school environment would be an asset.
- Previous experience working with mobile technologies would be an asset.
- Previous experience working in a BYOD environment would be an asset.
- Commitment to the Vision & Goals of the IT Team: Demonstrates and promoted a personal understanding of and appreciation for the vision and goals set out by the IT Team.
- 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.
- Self-Management: Ability to direct personal performance to achieve desired results
- Teamwork: Ability to work effectively with the other members of the IT Team to achieve optimal collective results.
- Flexibility/Managing Change: Ability to know the IT environment, initiate and respond effectively to changing conditions.
- Communication: Ability to speak, write, listen and secure information in a variety of settings.
- Diversity: Ability to appreciate that people with different opinions background and characteristics bring richness to the situation.

Application Instructions

Applications must contain a cover letter, your resume, 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 careers@sts.ab.ca with the position noted in the subject line. Please do not send documents via OneDrive or other cloud-based services and please do not send letters of reference, evaluations, and/or transcripts unless asked to do so.



STRATHCONA-TWEEDSMUIR SCHOOL

1971-2021

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.

We thank all those who apply, but only those selected to participate in the next phase of our interview process will be contacted.

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.

A diverse community where students pursue lives of purpose, flourishing emotionally, physically, and intellectually.