Position: Helpdesk Technician
Position Type: Full-time
Posted Date: July 7, 2021
Closing Date: July 21, 2021

West Island College (WIC), is a leading co-educational and bilingual day school with exceptional teachers, staff, and a close-knit community of enthusiastic learners. At WIC, we embrace big thinking, global perspectives and risk taking. Our innovative and creative programs are rigorous and designed to give our students unparalleled real-world learning opportunities, while preparing them to be future leaders and change makers.

WIC's academic offerings includes an Advancement Placement Programs, an International Studies Program, French Immersion Program, Outdoor Education, and Business, Engineering, Health Sciences, Liberal & Fine Arts Institutes. Outstanding athletics, small class sizes, and an extensive co-curricular program for 560 students in Grades 7 to 12.

Position Overview and Job Summary
As the Helpdesk Technician you will work collaboratively with all stakeholders to foster a strong, supportive, and connected school and foster meaningful and engaged relationships with all members of the school community.

Reporting to the Chief Technology Officer, the IT Helpdesk Technician is responsible for providing technical assistance, support and training related to computer systems, hardware or software for operations staff, faculty, and students.

The IT Helpdesk Technician responds to queries, runs diagnostic programs, isolates problems, and determines and implements solutions. This individual also supports and trains teachers in the use of software and equipment in their classrooms.

The IT Helpdesk Technician is very knowledgeable in the Apple ecosystem, able to purchase, deploy and manage Apple devices in a school environment.

Key Responsibilities
- Provides technical assistance and support for incoming tickets related to computer systems, software, hardware, and photocopiers (e.g., Apple & Windows Desktops, Projectors, Notebooks, Air Server, Apple TV, and iPads)
- Monitors service requests assigned in the queue and processes based on priority
- IT hardware installation and testing
- Documentation of hardware and software processes and procedures
- Serves as the first point of contact for students, faculty and staff seeing technical assistance
- Support Windows and Apple environment

- Under the direction of the CTO, perform a series of tasks that include, but are not limited to imaging and package deployment, profile deployment to mobile devices, app deployment to mobile devices, new software deployment to Windows or Mac based hardware, some hardware installation
- End user Education, train end users of proper usage of supplied devices (Apple & Windows Devices, Air Server, Apple TV, and iPads)
- Special events Support – Setting up equipment and other resources for special events, meetings, and other initiatives
- Work collaboratively with teachers, students, and staff to ensure effective and timely solutions to any IT problems or concerns
- Management of Zoom Webinars, Meetings & Accounts
- Basic knowledge of Windows and Linux server systems is required to maintain the mobile device management systems.
- Responsible for JAMF Mobile Device Management, ensure apple devices have proper packages and settings deployed
- Manage and maintain Active Directory, Azure AD, AD Connect and ADFS

Qualifications
- Associate degree or High School diploma or equivalent
- Experience using JAMF Pro Mobile Device Management
- Experience deploying and maintaining printer networks
- Strong technical knowledge of Apple devices, Mac OSX, and iOS
- Strong technical foundation to quickly adapt and support new technologies

Knowledge & Skills Requirements
- Basic knowledge of Windows and Linux server systems is required to maintain the mobile device management systems.
- Experience using Apple School Manager (or Apple Business Manager)
- Experience managing an IT support Helpdesk
- In depth knowledge of Apple's VPP and DEP
- In depth administration knowledge of Office 365
- Knowledge of Adobe Creative Cloud and Adobe Admin Console
- Knowledge of data storage systems, backups, and disaster recovery
- Knowledge of scripting in PowerShell and AppleScript
- Knowledge of Papercuts NG an asset

Personal Attributes
- Excellent communication skills
- Excellent documentation and procedure writing skills, using Microsoft Word
- Work effectively and productively with others with the ability to mentor, tech and train staff
- Flexible and responsive in order to provide the highest quality of service to internal and external end users
- Thorough, accurate, attention to detail
- Ability to work under deadline pressure
- Ability to work independently and as a team member while using discretion in decision making and sound judgment in problem solving
- Follow procedures, with respect to confidentiality and corporate guidelines

West Island College offers an inspirational working environment, supported development and growth opportunities and a competitive and comprehensive compensation package, including WIC's RRSP matching program. Cover letters and resumes should be sent electronically to Carla Mutch, Director of Human Resources at, careers@mywic.ca.

As a condition of employment, the successful candidate must provide a current Police Information Check and a Vulnerable Sector Check. We thank all candidates and advise that only those selected for an interview will be contacted.