



Lac La Biche County
welcoming by nature.

SUMMER EMPLOYMENT OPPORTUNITY **LAC LA BICHE COUNTY**

IT Summer Student

Full Time Summer Position, based on a 35 hour work week

Responsibilities:

- Provide hardware and software installation and repairs on County systems including computers, laptops, wireless devices, copiers, faxes, and printers. Install patches, software upgrades and utilities on Desktops as required. Perform the replacement / update and test the system(s) for correct operation.
- Answer calls and emails from users within the ticketing system. Analyses problem stated by the caller, determines the type of help required and the urgency of the request. Research the problem using vendor materials, relevant web sites and correcting/ resolving the problem and consulting with team members to provide best customer support.
- Updating IT inventory of hardware and software. Manage printer consumable (toner, drums and cleaning kits) inventory. Documents equipment ready for disposal.
- Provide help with tasks associated to ongoing IT projects.

Qualifications:

- Enrolled in a post-secondary program related to the IT field would be an asset;
- Working knowledge of Microsoft Windows, Microsoft Office, desktop and laptop hardware.
- Knowledge of how to troubleshoot cell phones and tablets.
- Ability to remotely support and troubleshoot problems with non-technical users over the telephone and in person.
- Must have strong customer service skills and communications skills with the ability to act in a polite and professional matter at all times.
- Class 5 drivers' license
- Successful candidates will be required to provide a criminal records check including vulnerable sector, child welfare intervention check and a driver's abstract.

Candidates must currently be enrolled and returning to full time studies on a full time basis in the fall of 2019. Documentation that provides proof of current enrolment as well as identifying your status in the program, and documentation confirming that you are returning to full-time studies in the fall of 2019 must be submitted with your application. **Failure to provide documentation may disqualify you from future consideration.**

Tentative employment for this position will be from May until completion of season.

Preference

Preference will be given to qualified Lac La Biche County residents.

Salary range: \$17.36 - \$23.11 Hourly

- Competition number: **SS02-IT-19**
- Closing Date: **February 24, 2019**. Applications received after **February 24, 2019** will be considered after the preliminary round of hiring has taken place and only if a second round of interviews is required.

Interested candidates are invited to forward their resume in strict confidence to:

Attention Human Resources

Lac La Biche County

Box 1679, Lac La Biche, AB T0A 2C0

Fax: 1-888-421-2533 Email: hr@laclabichedcounty.com

We thank all interested applicants; however, only applicants selected for an interview will be contacted.