



NIPISSING-PARRY SOUND STUDENT TRANSPORTATION SERVICES

Invites applications for the position of

DATABASE AND SYSTEMS TECHNICIAN

Full Time Position

Reporting to the Systems and Database Supervisor, the incumbent will assist with tier 2 support of the computerized data and systems of the Consortium. The successful candidate will also perform other related duties as assigned.

The successful candidate will bring with them their completed post-secondary studies in Computer Science or equivalent work experience including networking, familiarity with various programming languages. They will demonstrate their ability to problem solve and work independently and in a team environment.

Education:

- Completed formal education in the field of Information and Communication Technology and/or applicable experience.

Skills:

- Computer operation in a networked environment.
- Familiar with workstation and Server Operating Systems _ Windows 10, 11, server 2016.
- Familiarity with Sql scripting and SQL server administration.
- Customer Service.
- Computer hardware.
- Willing to learn new software.

Benefits:

- As per the CUPE Collective Agreement.

Language:

- Bilingualism (English and French both spoken and written) is an asset.

Position Description:

- Field incoming help requests from end users in a courteous manner.
- Build rapport and elicit problem details from help desk customers.
- Prioritize and schedule problems. Escalate problems (when required) to the Supervisor.
- Apply diagnostic utilities to aid in troubleshooting.
- Access software updates, drivers, knowledge bases, and frequently asked questions resources on the Internet to aid in problem resolution.
- Identify and learn appropriate software and hardware used and supported by the organization.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, implementing file backups, and configuring systems and applications.
- Test fixes to ensure problem has been adequately resolved.
- Perform post-resolution follow-ups to help requests.
- Develop help sheets and knowledge base articles for end users.
- Perform related duties consistent with the scope and intent of the position

Knowledge & Experience:

- Knowledge of basic computer hardware.
- Experience with Microsoft desktop and server operating systems
- Application support experience.
- Working knowledge of a range of diagnostic utilities.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on rapport-building, listening, and questioning skills.
- Strong documentation skills.

Personal Attributes:

- Ability to conduct research into a wide range of computing issues as required.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.

Soft Skills:

- Thought Process: Able to understand technical concepts and can develop ways to help others learn. Ability to solve complex problems with innovative solutions. Ability to manage multiple priorities.
- Interpersonal: Excellent customer service, technical, organizational, and communication skills -- in person and on the phone; effective listening and team orientation. Able to

negotiate with staff and vendors in critical situations. Able to motivate others and work cooperatively in a group to achieve common goals.

- Physical: Able to sit at a desk and grasp writing instruments. Able to manipulate fingers to perform keyboard strokes on a computer. Mobile between buildings. Must also be able to lift 40lbs without issue and move it from under a desk to a cart and vice versa.

Job Type:

- Full-time

Pay:

- Salary range \$51,686.93 to \$60,466.40 per annum.

Schedule:

- 7 hour shift – Monday to Friday.

Work Location:

- In person.

Interested applicants are invited to apply confidentially in writing on or before 4 p.m. September 22, 2023. Please forward your cover letter and resume by email to info@npssts.ca or by mail at: 685 Bloem St., Suite 201, North Bay, Ontario, P1B 4Z5.