

Job Posting: 3757 - Position: Co-op Informatics Support Student

Co-op Work Term Posted:	Spring
Application Deadline	12/03 11:59 PM
Application Method:	Career Bridge
Posting Goes Live:	11/30 1:58 PM
Job Posting Status:	Expired

Company Information

Organization	Agriculture & Agri-Food Canada
Salutation	Ms.
Job Contact First Name	Jane
Job Contact Last Name	Doe
Contact Title	Acting IT Site Manager
Address Line One	1234 1 Avenue South
Address Line Two	Box 1234 Main
City	Lethbridge
Province / State	Alberta
Postal Code / Zip Code	T1K 3M4
Country	Canada

Job Posting Information

Term Posted	Spring
Job Title	Co-op Informatics Support Student
Duration	4 Months
Job Location	Lethbridge
Job Description	

- Provide front-line client support by identifying and resolving problems and responding to service requests.
- Provide technical, analytical and administrative support to LAN users on computing hardware, operating systems and software.
- Install and configure workstations for staff in conformance with departmental standards.
- Coordinate repairs to non-functioning hardware.
- Help identify and resolve network, Personal Computer and connectivity problems, including security and virus issues.
- Maintains a comprehensive inventory of IT hardware.
- Help support complex lab setups that communicate through PCs and their peripherals.
- Assist with the maintenance of specialized print and scan devices.

Job Requirements

Essential Qualifications

- Must be a **Canadian Citizen** to apply
- **Education:** Enrolment in a recognized university and/or college with courses in information technology. Successful completion of two years of an acceptable post-secondary education program in computer science, information technology, information management or another specialty relevant to the position to be staffed.
- **Official Language Proficiency:** English Essential.
- **Knowledge:** Computer configuration and repair, software and hardware installation.
- **Adaptability:** Adjusting own behaviours to work efficiently and effectively in light of new information, changing situations and/or different environments.
- **Judgement:** Judgement skills required for solving problems in work-related situations
- **Initiative**
- **Interactive Communication:**
 - **Written Communication:** Writing skills, specifically grammar, punctuation, vocabulary richness and precision, appropriate level of language use, avoidance of wordiness and redundancies, knowledge of main points versus subordinate details, and paragraph and text development – including order of sentences and paragraphs
 - **Oral Communication:** Listening to others and communicating in an effective manner that fosters open communications.
- **Analytical Thinking:** Ability to use reasoning to solve problems
- **Client Focus:** Identifying and responding to current and future client needs; providing service excellence to internal and external clients. Ability to understand, interpret & respond to the needs and requests of clients.
- **Teamwork:** Working collaboratively with others to achieve common goals and positive results.
- **Technical Competencies:**
 - **Testing:** Knowledge to perform testing of software and/or hardware using a systematic approach (i.e., the orderly progression of testing in which software and/or hardware elements are combined and tested until the entire system has been integrated).
 - **Infrastructure/Platforms:** Knowledge to support one or more of the following: enterprise servers; client server; storage devices and systems; personal computers; hardware and software; or databases administration (as a DBA).

Asset Qualifications

- Work-related experience in one or more of the following areas:
 - o Performing activities related to network administration in a multi-server environment.
 - o The provision of IT support services to users in a wide area network environment;
 - o Providing technical PC support to an organization consisting of more than 50 end-users;
 - o Implementing and supporting workstations, laptops and peripherals in a networked environment;
 - o Performing activities related to Data Base Administration (DBA)

- o Developing business applications; o Supporting and maintaining business applications in a multi-user environment;
 - o Performing structured manual testing or administering automated testing;
 - o Performing functional, integration, systems, load or regression testing;
 - o Recent experience in supporting wireless devices
- Technical certification in an IM/IT domain relevant to the position being staffed (e.g. MSCE, CNE, Oracle, etc...)
 - IT Infrastructure Library (ITIL) certification
 - Ability to Plan and Organize (Definition: Ability to plan and prioritize assigned work tasks; including time management required to complete the work assigned)

Operational Requirements

- Travel
- Overtime
- Valid driver's license
- Rotation between various work locations/stations

Preferred Academic Level	Undergraduate
All Programs	No
Targeted Degrees and Disciplines	Bachelor of Management (BMGT) Bachelor of Science (BSC) Computer Science & GIS Computer Science BMgt Computer Science BSc
Projected Start Date	January 02 12:00 AM
Projected End Date	April 27 12:00 AM