

Posting #25-014CU

Desktop Support Analyst Information Technology Services Term, Full-time March 2025 to February 2026

Purpose

Reporting to the Client Services Coordinator, this position is responsible for desktop technology support for the staff, faculty, and student resources for the University of Northern British Columbia (UNBC), both at the Prince George campus sites as well as throughout the other locations for UNBC.

Who are we looking for?

You love working with technology. It is more than just a job, and you enjoy learning about new advances and techniques. You are self-motivated and have a passion for bringing technology and people together to solve tough problems. You will bring forward great ideas that make systems more reliable, extensible, and available. You can work with other talented IT professionals to maintain excellent systems experience and availability. You can synthesize information and knowledge from several sources. You can make decisions where not all the required information is available and adapt quickly as new information is available.

Why join UNBC's Information Technology Team?

We work closely together and value teamwork, respect, and inclusion from all people on the team. We are a small, agile team that has autonomy over how work is accomplished. A good life/work balance is valued. We are always looking for ways to improve; our high trust environment means we encourage experimentation since it provides great opportunities for learning. This focus on learning is also why we are here; to support the success of students and research, knowing we are transforming lives and communities in the North and around the world. We support self-improvement and will try to provide the support you need to be successful in your position, such as skill building and opportunities for advancement. We prefer sustainable approaches to our work, and our system architecture aims to be highly resilient. These approaches enable us to focus on adding value to our community.

Responsibilities

Professional development, education and skill relevancy development are an inherent part of the job.

Responsibilities include but are not limited to:

- Working with other ITS staff to assess, propose, and implement solutions for technology (software and hardware) needs;



- Managing desktops, laptops, and mobile devices: imaging with Windows OS, deploying, updating/patching, installing software, resolving software and hardware issues;
- Deploying, maintaining, and troubleshooting printers, scanners, and other specialized hardware used within UNBC; and
- Maintaining and expanding internal and public knowledge bases/documentation.

Qualifications

The successful candidate will have a diploma or degree in a computing related discipline: for example, networking, operating systems, Microsoft operating systems, or Computer Science. The successful candidate will have a minimum of 3 years of experience working with computers in a customer service environment, supporting customers or clients with troubleshooting software. An equivalent combination of experience and education will be considered.

Experience or skills in the following areas are desirable:

- Microsoft Endpoint Configuration Manager (MECM) and / or Microsoft Intune
- Microsoft 365
- Virtualization / Virtual Desktop Environments
- Scripting / coding
- Linux & MacOS

The successful candidate will be able to communicate effectively, both verbally and in writing, and possesses excellent interpersonal and time management skills. We are looking for a self-starter with the ability to manage changing priorities, meet deadlines, and deliver results. The ability to establish effective working relationships with a diverse set of clients, including senior technical staff, support staff, faculty members, and students is essential. Other job requirements include the ability to lift up to 18 kg on an occasional basis, climb ladders, bend under desks, and other physical movements associated with troubleshooting, repair and replacement of computer hardware.

The successful candidate must be able to provide a clear criminal record check.

Salary

The entry level of the Progression Plan commences at a Grade 7 (\$62,644.40 to \$65,228.80) and progresses through to a Grade 9 (\$70,215.60 to \$73,127.60) in the Unified ITS Progression Plan. The starting salary will be dependent upon the successful applicant's qualifications and placement within the plan and will be pro-rated based on length of term.

UNBC offers excellent benefit packages, and employee training and development opportunities. For more details, please see:

<http://www.unbc.ca/human-resources/employee-benefits>

Normal hours of work will be 8:30am – 4:30pm, Monday through Friday.



Our Commitment to Diversity and Employment Equity

The University of Northern British Columbia is fully committed to creating and maintaining an equitable, diverse, and inclusive environment that is accessible to all. We are devoted to ensuring a welcoming, safe, and inclusive campus free from harassment, bullying, and discrimination. This commitment is woven into our motto and mission. In the Dakelh language, UNBC's motto 'En Cha Huná translates to "they also live" and means respect for all living things. Through the respect for all living things, we are able to grow and learn better together, each bringing our own unique individual differences and contributions to inspire leaders for tomorrow by influencing the world today.

Employment equity requires that we remove barriers and overcome both direct and indirect discrimination. In this way, the pool of excellent candidates increases substantially. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

About the Community

Since its founding in 1990, the University of Northern British Columbia (UNBC) has emerged as one of Canada's best small research-intensive universities, with a passion for teaching, discovery, people, and the North. UNBC's excellence is derived from community-inspired research, hands-on learning, and alumni who are leading change around the world.

Since time immemorial, Indigenous peoples have walked gently on the diverse traditional territories where the University of Northern British Columbia community is grateful to live, work, learn, and play. We are committed to building and nurturing relationships with Indigenous peoples, we acknowledge their traditional lands, and we thank them for their hospitality. UNBC's largest campus in Prince George is located on the traditional unceded territory of the Lheidli T'enneh, in the spectacular landscape near the geographic centre of beautiful British Columbia.

UNBC consistently ranks in the top three in its category in the annual Maclean's university rankings. UNBC also recently placed among the top five per cent of higher education institutions worldwide by the Times Higher Education World University Rankings.

With a diverse student population, the University is friendly, inclusive, and supportive. Prince George is a city of ~80,000 people with impressive cultural, educational, and recreational amenities. For more information about living and working in Prince George, please refer to <http://www.unbc.ca/experience> and <https://moveupprincegeorge.ca>. Make your mark with this leading post-secondary institution.

To Apply

The University of Northern British Columbia is committed to employment equity and encourages applications from the four designated groups (women, Indigenous peoples, persons with disabilities, and members of visible minorities) as well as the 2SLGBTQ+ communities and individuals with intersectional identities.



Persons with disabilities, who anticipate needing accommodation for any part of the application and hiring process, may contact UNBC Health & Wellbeing at employeewellbeing@unbc.ca. Any personal information provided will be maintained in confidence.

Internal applicants from CUPE Local 3799 will be given priority consideration.

Please forward your resume and proof of education (e.g. copy of transcripts or copy of degree/diploma) and include the competition number #25-014CU in the subject line to:

Human Resources, University of Northern British Columbia,
3333 University Way, Prince George, BC, V2N 4Z9

Email submissions: HRecruit@unbc.ca
Inquiries: (250) 960-5521

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. We thank all applicants for their interest in UNBC however, only those applicants selected for further consideration will be contacted.

Applications will be accepted until 4:30PM on February 28, 2025.

