

IDENTIFICATION

Job Title:	IT Support Technician	Division:	ITLC
Name of Immediate Supervisor:	Derek Yap	Position Number:	YC1244
Supervisor's Title:	Manager, Technology Services	Effective Date:	

Purpose of the Role

The IT Support Technician provides responsive technical support and technology services to faculty, staff, and students across Yukon University campuses, ensuring the reliable operation of computing, classroom, and office technology that supports teaching, learning, research, and administrative activities. The position contributes to the University by resolving technology issues, maintaining end-user devices and technical resources, and supporting the delivery of consistent, high-quality IT services. Without this role, technology disruptions would significantly impact the University's ability to deliver academic programs, student services, and day-to-day operations.

Key Responsibilities

1. Provide responsive technical support to faculty, staff, and students by diagnosing, troubleshooting, resolving, and escalating hardware, software, network, and audiovisual issues. Collaborate with IT team members, vendors, and other stakeholders to deliver timely solutions that minimize disruption to teaching, learning, research, and administrative operations.
2. Install, configure, maintain, and repair desktop computers, mobile devices, software, and audiovisual equipment, and related software across Yukon University campuses, supporting technology deployments, software updates, lifecycle management, and classroom technology to ensure reliable, secure, and effective technology services.
3. Maintain accurate records of IT assets, software installations, service requests, and technical documentation to support inventory management, knowledge sharing, service continuity, and effective IT service delivery.
4. Research, evaluate, and recommend technology solutions, software updates, and process improvements that enhance service quality, maintain system reliability, support compliance with University standards, and contribute to the continuous improvement of Information Technology services.
5. Promote the effective use of University technology by providing technical guidance, user education, and customer-focused support that enables faculty, staff, and students to confidently and effectively use technology resources.

People Leadership

This position has no formal supervisory responsibility. The role provides technical leadership by sharing knowledge and expertise, supporting technology deployments and continuous improvement initiatives, and providing guidance and training to faculty, staff, and students on the effective use of University technology.

JOB ELEMENTS

Decision - Making

1. Determines the most appropriate technical solution to resolve hardware, software, network, and audiovisual issues, escalating complex or non-standard issues to senior IT staff or the Manager, Technology Services, as appropriate.
2. Prioritizes service requests and day-to-day work activities to ensure timely and effective support while balancing operational needs across Yukon University campuses.
3. Recommends improvements to technology, software, and IT processes based on research, emerging technologies, and operational experience to enhance service delivery, reliability, and efficiency.
4. Determines appropriate installation, configuration, maintenance, and replacement approaches for end-user devices and technology resources, ensuring alignment with University standards, software licensing requirements, and established IT procedures.

Communication and contacts

The IT Support Technician maintains regular and ongoing communication with internal and external contacts to deliver responsive IT services and support the effective operation of technology across Yukon University. The role works closely with the Manager, Technology Services, providing updates on technical issues, discussing priorities, and escalating complex or non-standard requests as required.

Internal contacts include:

- IT team members to exchange technical knowledge, coordinate service delivery, and collaborate on technology deployments, troubleshooting, and continuous improvement initiatives.
- Faculty, staff, and students to diagnose and resolve technical issues; explain technical concepts and solutions; provide guidance and training on the effective use of technology; and respond to service requests in person, by phone, remotely, and through the IT ticketing system.
- Academic and administrative departments across Yukon University to coordinate technology support for classrooms, labs, offices, and other learning and work environments.

External contacts include:

- Technology vendors and suppliers to obtain technical information, coordinate equipment and software support, and research technology solutions and product options.

Knowledge and Experience**Education**

Completion of a diploma in Information Technology, Computer Science, Network Administration, or a related field. An equivalent combination of education, industry certifications, and directly related experience may be considered.

Experience

A minimum of two years of experience providing technical support in a help desk or desktop support environment, including experience installing, configuring, maintaining, and troubleshooting computer hardware, software, peripheral devices, and audiovisual technology. Experience supporting users in a multi-user networked environment and providing customer service to a diverse client group is required.

Knowledge and Skills

- Knowledge of desktop operating systems, enterprise software applications, computer hardware, mobile devices, audiovisual equipment, and basic networking principles.
- Knowledge of IT service management practices, ticketing systems, asset management, software licensing, and technical documentation.
- Strong analytical, troubleshooting, and problem-solving skills with the ability to assess issues, identify appropriate solutions, and determine when escalation is required.
- Strong customer service, interpersonal, and communication skills, with the ability to explain technical concepts to users with varying levels of technical knowledge.
- Ability to manage competing priorities, work independently and collaboratively within a team environment, and adapt to changing technologies and operational requirements.
- Ability to research emerging technologies and recommend practical solutions that improve IT services and support continuous improvement initiatives.

WORKING CONDITIONS**Specific Working Conditions & Requirements**

This position works primarily in an office environment and requires extended periods of computer use. The role involves frequent interruptions, shifting priorities, and responding to time-sensitive technical issues to minimize disruption to teaching, learning, research, and administrative operations. Regular physical activity is required, including lifting and transporting computer equipment, installing technology in classrooms and offices, and working in confined or awkward spaces. Occasional evening or weekend work and travel to community campuses may be required to support technology deployments, maintenance activities, and institutional events.