



A premier Montreal institution since 1909, Lower Canada College (LCC) is a co-educational day school for students from kindergarten to grade 12 with a strong reputation for preparing students for entrance to prestigious universities across the world. One of only three Quebec high schools to offer a pre-university grade 12 program, LCC is also the only English high school in Quebec to offer a two-year International Baccalaureate Diploma Program (IB DP). Located on a beautiful seven-acre campus in the heart of Montreal's Monkland Village, LCC draws students from nearly every continent of the world. LCC's enriched educational program consists of academic, co-curricular, and service opportunities that position students to explore and discover their true potential throughout their educational journey.

The school invites applications for the following position:

Position Title: IT Help Desk Technician

Department: IT Department
Position Group: Staff
Reports To: Head of IT
Status: Permanent

Start date: February 2019

Job Outline: We are looking for a help desk technician to provide fast and useful technical assistance on computer systems. You will answer queries on basic technical issues and offer advice to solve them. You must have great customer service skills and be passionate about technology and helping people. During the summer when there are no students, you will assist the IT team in technology projects.

Specific responsibilities include:

- Serve as the first point of contact for customers seeking technical assistance at a help desk counter, over the phone and by email.
- Determine the best solution based on the issue and details provided by customers.
- Walk the customer through the problem-solving process.
- Direct unresolved issues to the next level of support personnel.
- Provide accurate information on IT products or services.
- Record events and problems and their resolution in logs.
- Follow-up and update customer status and information.
- Pass on any feedback or suggestions by customers to the appropriate internal team.
- Identify and suggest possible improvements on procedures.
- Printer fleet management.
- Lifting of equipment 20-40 lbs.



Qualifications:

- Proven experience as a help desk technician or other customer support role.
- Tech savvy with experience with **Apple products** (Mac book, iPads, Apple TV, iPhones, Apps, OS X).
- Good understanding of computer systems, mobile devices and other tech products.
- Ability to diagnose and resolve basic technical issues.
- Proficiency in English.
- Excellent communication skills.
- Customer-oriented and cool-tempered
- Minimum 2 years relevant experience

School-Wide Core Values

Professionalism, Continuous Growth, Passion/Excellence, Collaboration/Communication and Respect & Empathy

Letters of application, accompanied by a resume, should be emailed by **February 4, 2019** to humanresources@lcc.ca.

Cover letters should be addressed to Tara Murphy, HR Director, Lower Canada College. Details about school life can be found at www.lcc.ca.

We thank all applicants but regret that only those short-listed will be contacted.

LCC has an employment equity program.