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**Link to job Ad-** [**https://ca.indeed.com/jobs?q=it&l=toronto%2C+on&from=searchOnHP&vjk=7d90f7235683489b&advn=5004766745534868**](https://ca.indeed.com/jobs?q=it&l=toronto%2C+on&from=searchOnHP&vjk=7d90f7235683489b&advn=5004766745534868)

* **Must be willing to work rotational shifts, including nights for extended periods of time.**
* **Must have a valid driver’s license and access to a vehicle.**(Busses are unreliable during night shift rotations)
* CompTIA A+ is a strong asset
* This is not a remote
* Provide responsive, timely support to all escalated end-user questions and support requests from Field Service Technicians, within assigned region.
* Act as point of contact for desktop and laptop support and troubleshooting for the client company. Perform complex problem determination and resolution identifying hardware and software problems.
* Install, assemble and configure computers, monitors, network infrastructure and peripherals such as printers, scanners, POS, and related hardware.
* Pull cables and rewires or direct the rewiring of cables as required for new installations and office reconfiguration.
* Install, configure and upgrade operating systems and software, using standard business and administrative packages.
* Troubleshoot problems with computer systems, including hardware and software issues, emails, network and peripheral equipment problems, etc. Make repairs and corrections where required.
* Ensure all incidents are properly logged, triaged, routed, escalated and closed in accordance with pre-determined service levels and incident management processes.
* Assist with training staff in the use of standard business and administrative software, including work processing, spreadsheets, and database management, providing instruction or written documentation where required.
* Ensure that client's technology requirements and physical set-up and configuration of desktop hardware, software and local and network printers are accurately determined, documented and satisfied.
* Very rarely, but on occasion, may be requested on short notice to travel to customers' sites within assigned region to resolve desktop issues
* Escalate any outstanding and unresolved issues to the attention of Director, IT Technical Services and VP, Professional Services within prescribed time requirements as per service contracts.
* \*Acquire and maintain current knowledge of all hardware and software technologies in use across the client company in order to provide technically accurate solutions to users.

**Requirements:**

* College or University graduate of Computer Science, or Computer Studies program or equivalent experience.
* 2-3 years of related Technical Support experience
* Working and advanced operating knowledge of IT hardware/equipment installation, testing and support
* Must possess strong customer service attitude and interpersonal skills
* Detail oriented with strong organizational skills
* Ability, willingness and availability to work rotating shifts to support client company users with 24/7 service.

**Job ad analysis worksheet**

On the left, list the skills, concepts, and keywords from your job ad. On the right, brainstorm about your experience and expertise that qualifies you for the particular requirement listed on the left. For example, on the left you might have “excellent communication skills” and on the right you could list “A+ in EAC 594,” and “Work experience in PR department at Dell.”

* You might not have a corresponding experience for all the job ad requirements
* You don’t need to list every work experience you’ve had – just the ones relevant to the ad
* You can include more than one example of your experience for each qualification required

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| **Skills, concepts, keywords from job ad** | **Evidence of your qualifications** |
| **Must be willing to work rotational shifts, including nights for extended periods of time.** | My diverse work experience reflects my adaptability and willingness to take on various responsibilities. I am committed to ensuring seamless support, regardless of the time of day. |
| **Must have a valid driver’s license and access to a vehicle.**(Busses are unreliable during night shift rotations) | N/A |
| CompTIA A+ is a strong asset | N/A |
| This is not a remote | I have worked in hybrid and In-person work environments, so I will be able to adapt to the non-remote culture here too. |
| Provide responsive, timely support to all escalated end-user questions and support requests from Field Service Technicians, within assigned region. | My experience as a Student Library representative and Application Programmer Analyst has equipped me with the skills necessary to provide responsive and timely support to end-users. I have a proven track record of assisting and responding to user inquiries promptly and effectively. |
| Act as point of contact for desktop and laptop support and troubleshooting for the client company. Perform complex problem determination and resolution identifying hardware and software problems | In my role as an Application Programmer Analyst, I have gained substantial experience in providing desktop and laptop support, troubleshooting hardware and software issues, and ensuring smooth operation. My ability to identify and resolve complex problems will be an asset to your organization. |
| Install, assemble and configure computers, monitors, network infrastructure and peripherals such as printers, scanners, POS, and related hardware | My experience as an Application Programmer Analyst has involved software-related tasks, including installation, configuration, and upgrades. I am well-versed in working with standard business and administrative packages. |
| Pull cables and rewires or direct the rewiring of cables as required for new installations and office reconfiguration. | As my role as an application programmer analyst, I have also worked with a team of IT support analyst, so I have the Idea to configure basic IT resources around office. |
| Install, configure and upgrade operating systems and software, using standard business and administrative packages. | My experience as an Application Programmer Analyst has involved software-related tasks, including installation, configuration, and upgrades. I am well-versed in working with standard business and administrative packages. |
| Troubleshoot problems with computer systems, including hardware and software issues, emails, network and peripheral equipment problems, etc. Make repairs and corrections where required. | I am highly attentive to detail and excel at determining, documenting, and satisfying client technology requirements, including the setup and configuration of desktop hardware, software, and local and network printers. |
| Ensure all incidents are properly logged, triaged, routed, escalated and closed in accordance with pre-determined service levels and incident management processes. | As properly logging stats and reports in accordance to management processes is relevant to mu experience as a library representative, I think it will be manageable. |
| Assist with training staff in the use of standard business and administrative software, including work processing, spreadsheets, and database management, providing instruction or written documentation where required. | My experience as an Application Programmer Analyst has involved training new coops about generating software documentation and SQL scripts check. |
| Ensure that client's technology requirements and physical set-up and configuration of desktop hardware, software and local and network printers are accurately determined, documented and satisfied. | My capacity for learning and staying up-to-date with technology enables me to provide technically accurate solutions to users consistently. |
| Very rarely, but on occasion, may be requested on short notice to travel to customers' sites within assigned region to resolve desktop issues | I am familiar to the Hybrid and In-person environment at my coop, especially managing my in-person days with offline cluster discussion meetings. |
| Escalate any outstanding and unresolved issues to the attention of Director, IT Technical Services and VP, Professional Services within prescribed time requirements as per service contracts. | I have a strong track record of effective communication and issue escalation. |
| \*Acquire and maintain current knowledge of all hardware and software technologies in use across the client company in order to provide technically accurate solutions to users. | My capacity for learning and staying up-to-date with technology enables me to provide technically accurate solutions to users consistently. |

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| 1. **Considering the left column, what does the essential need of this company seem to be?**   In summary, the company's essential needs for the advertised position revolve around:  Flexibility: They require candidates who are willing to work non-standard shifts, including nights, indicating a need for operational continuity beyond regular working hours.  Transportation: A valid driver's license and access to a vehicle are crucial due to unreliable public transportation during night shifts, ensuring employees can reliably commute.  Technical Qualifications: While not mandatory, candidates with CompTIA A+ certification are preferred, demonstrating the company's focus on technical competence.  On-Site Support and Technical Skills: The role involves providing responsive, hands-on support for Field Service Technicians, indicating a need for employees with strong technical skills, including hardware and software troubleshooting.  Documentation and Incident Management: Efficient incident documentation and management are stressed, highlighting the importance of organized and detail-oriented individuals.  Training and Communication: The ability to provide effective training and clear communication is essential, particularly for assisting staff with software usage.  Client-Centric Approach: The company places importance on meeting specific client technology requirements and configurations, emphasizing a client-centric approach.  Occasional Travel: While rare, candidates should be willing to travel within the assigned region to resolve desktop issues, showcasing responsiveness to client needs.  Continuous Learning: Employees are expected to stay current with evolving hardware and software technologies, indicating a commitment to staying updated in the ever-changing IT landscape.  These essential needs reflect the company's focus on providing reliable and effective IT support and services, with an emphasis on technical expertise, adaptability, and client satisfaction. |
| 1. **Considering the right column, where do you need more evidence of your qualifications?**   As having a driving license and CompTIA A+ is a strong asset, unfortunately I don’t have those, to make up for those I can get them quickly in the mean time, as it is an asset and not a crucial requirement I can still get work done by coming to some common ground. |

**Rubric: Job ad analysis (7 points)**

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| **Component** | **Pass** | **Fail** |
| Job ad | * Included | * Not submitted |
| Skills, concepts, and keywords | * Well-developed list | * Not included or underdeveloped response |
| Evidence of qualifications | * Clear, specific examples | * Not included or missing information |
| Evaluation questions 1 & 2 | * Clear, specific answers | * Not included or underdeveloped response |