Job Title: Part-Time IT Support Specialist

Company: Knox College
Location: 59 St. George Street, Toronto, ON, M5S 2E6
Position Type: Part-Time
Approximately 15 hours per month

Knox College, Toronto is currently seeking a qualified individual for a part-time IT position. The main focus of the position is to support our faculty and staff.

Responsibilities
Knox College is transitioning the management of laptops and some desktops to Intune, overseen by the University of Toronto. Intune minimizes the support required for devices by restricting user access to install unauthorized programs. It also provides several benefits, such as seamless access to M365, Teams, and email with a single sign-on password, enhanced security through Sentinel, data encryption via BitLocker, and the ability to remotely wipe lost or stolen devices, ensuring the safety of data.
Support for desktops/laptops, classroom, and library computers remains the responsibility of Knox College. Admin access to devices will be enabled for troubleshooting.

On-site technical responsibilities include:
- Managing IT infrastructure
- Setting up networks and new computers
- Providing technical support for faculty/staff laptops or desktops, as well as three classroom computers and two library student computers. Examples of tasks include:
    - Granting faculty/staff permission to install new software
    - Troubleshooting MS Office 365 program issues
    - Connecting new computers
    - Resolving printer issues
    - Ensuring all installed software is properly set up for users
- Troubleshooting internet connection issues
- Availability to address any technical problems that may arise during class is highly desirable

Remuneration: Compensation for this part-time position will be based on the number of hours worked and will be negotiable depending on qualifications and experience.

Application Deadline
To apply, please submit your resume and a cover letter detailing your relevant experience and qualifications to Joan Pries at joan.pries@utoronto.ca not later than September 30, 2024.

Knox College is committed to diversity and inclusion and encourages applications from all qualified individuals, including those with diverse backgrounds and disabilities.