

Yukon University  
Statement of Qualifications  
**IT Support Technician**

Department: IT Services  
Location: Whitehorse  
Date: May 2024

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Essential Qualifications (assessed in screening process)

<u>Education and Training</u>	Diploma in Computer Studies A+ Computer Certification Yukon Driver's license
<u>Demonstrated Abilities</u>	Experience providing user support in an IT environment: troubleshooting, configuring, installing, tracking issues and resolving issues Configure network PC's and troubleshoot anomalies
<u>Desirable Assets/skills</u>	Candidates with a combination of training and related experience may also be considered.

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Rated Qualifications (factors assessed through interview, etc.)

Knowledge of:

1. Windows based software, hardware and computer configuration methods and techniques.
2. Computer hardware components and peripherals.
3. The design, development and application of technology/systems to meet post-secondary educational needs
4. Internet applications.
5. Diverse software applications.

Ability to:

1. Work effectively in a cross-cultural team setting in a friendly, positive, professional manner;
2. Research and determine if a given solution will meet the University requirements;
3. Diagnose user issues and provide effective solutions;
4. Configure network PC's and troubleshoot anomalies;
5. Communicate effectively with a wide range of end users and at a wide range of technical levels.
6. Locate appropriate hardware drivers, application updates and troubleshooting techniques on the Internet;
7. Work effectively independently and under pressure;
8. Maintain confidentiality;
9. Assess situations/needs quickly and act professionally in these situations by assisting or directing students/clients to appropriate resources;
10. Provide exceptional customer service

Personal Suitability:

1. Excellent organizational skills;
  2. Excellent technical writing skills;
  3. Excellent analytical and problem-solving skills;
  4. Excellent interpersonal and communication skills
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