

SUMMER STUDENT, INFORMATION SERVICES ASSISTANT

SUMMARY

The Summer Student, Information Services Assistant provides support to and conducts research for the Information Services Department. This is a full time, temporary position reporting to the Manager, Information Technology from May through August 2020 in Castlegar.

KEY ACCOUNTABILITIES

1. Provides support to the Information Services Department.

- Provides end user Help Desk support by troubleshooting and remediating desktop hardware, software, and printer issues, escalating where necessary.
- Provides support for projects/tasks such as asset inventory updates, desktop refresh project and IT asset clean up.
- Provides technical document and end user self-help material including video-based learning modules.

2. Conducts research activities.

- Researches various information services issues.
- Documents research findings.

3. Provides administrative and office support services.

- Assists with reception coverage during lunch hours and holidays.
- Assists with the coordination of meetings.
- Provides administrative and office support services as required.
- Assists with the coordination of corporate events and activities as required.
- Provides support on records management to ensure compliance with records management classification.

QUALIFICATIONS

Training and Experience

- Currently enrolled in computer sciences, information systems, business, or related post-secondary education.
- General technical acumen preferred.
- Previous office experience is an asset.

Knowledge, Skills and Abilities

- Knowledge of the Columbia Basin region is an asset.
- Strong verbal, written, graphic and web-based communication skills.
- Strong research skills.
- Proficient with Microsoft Office products
- Ability to maintain a high degree of confidentiality.
- Ability to travel throughout the Basin.