# Saskatchewan Distance Learning Centre

**Main office:**
**408-5th Avenue**
**Kenaston, SK  S0G 2N0**
**306-252-1000**

Saskatchewan Distance Learning Centre (Sask DLC) is the Kindergarten to Grade 12 online learning provider in the province and delivers programming to students throughout the province.

## Technical Support Specialist 1 (TSS1)

Sask DLC is seeking a skilled **Technical Support Specialist I** to join our dynamic IT team. As a TSS1, you will play a crucial role in providing technical support and troubleshooting services to end users within your local office and regional satellite locations.

You will work closely with the Technical Support team and with the System Administrator to resolve complex technical issues and ensure a smooth and efficient computing environment. This is a 12-month in-scope position located in Regina or Saskatoon with an immediate start date of convenience or as soon as possible for the successful candidate.

Sask DLC delivers online learning programs to students across the province. Our head office is located in Kenaston, with an administrative office in Regina, and nine regional campuses located in Swift Current, Moose Jaw, Estevan, Yorkton, Saskatoon, Nipawin, Prince Albert, Neilburg and La Ronge.

### Technical Support Specialist 1 Responsibilities

Reporting to the Director of Information Technology, you will play a crucial role in providing technical support and troubleshooting services to end users with the following responsibilities:

- Provide timely and efficient technical support to end users in the office and regional satellite locations, resolving hardware and software issues promptly and effectively.
- Troubleshoot and diagnose computer hardware, software, and network problems, escalating complex issues when necessary.
- Install, configure, and maintain desktops, laptops, printers, peripherals, and other end-user computing devices.
- Maintain inventory control for your local office and region, ensuring all inventory records are maintained for accuracy.
- Assist in the deployment and management of software updates, patches, and security configurations.
- Collaborate with senior members of the technical team to resolve network and server related issues impacting your local and regional offices.
- Respond to service requests and inquiries in a professional and customer-oriented manner, maintaining a high level of customer satisfaction.
- Document and maintain accurate records of incidents, service requests, and troubleshooting steps taken for future reference.
- Conduct user training sessions and create technical documentation to facilitate knowledge sharing and self-help resources.
- Stay up to date with emerging technologies and industry trends, continuously expanding technical knowledge and skills.
- Other duties as assigned

**Education and Experience Requirements:**

High school diploma or equivalent; bachelor's degree or completion of a certificate program in a related field is preferred.
• Proven experience as a Tier 1 Computer/IT Technician or similar role, providing technical support in K-12 education or an office environment.
• Strong knowledge of computer hardware, operating systems, and software applications.
• Familiarity with network protocols, troubleshooting network connectivity issues, and basic network configurations.
• Experience in supporting end-user computing devices, such as desktops, laptops, printers, and peripherals.
• Excellent problem-solving and analytical skills with the ability to diagnose and resolve technical issues efficiently.
• Strong communication and interpersonal skills, with the ability to communicate technical concepts to non-technical individuals.
• Customer-focused approach with a commitment to providing exceptional service and support.
• Ability to work independently and collaborate effectively within a team environment.
• Willingness to travel to satellite offices occasionally for on-site support

**What We Offer**

Sask DLC offers a compensation package that includes a competitive salary based on the CUPE Collective Agreement, comprehensive health and dental benefits, and a pension plan.

**To Apply:** Interested applicants are invited to submit a resume and a cover letter that includes contact information for at least three professional references (may be included in resume) to Humanresources@saskDLC.ca

Sask DLC is committed to reflecting the diversity of the students and communities we serve. Applications are encouraged from First Nations and Métis candidates.

The application deadline is **November 5, 2024.** However, interviews may be scheduled prior to the closing of this competition file and submission deadline.

Any questions or requests for additional information can be directed to:
Dillon Silzer
Director of Information Technology
Dillon.Silzer@saskDLC.ca
Please note attention to the relevant position in the subject line.

*We thank all those who apply for this position; however, only those selected for an interview will be contacted.

*The successful candidates will be required to submit a satisfactory criminal record check (vulnerable sector) as a condition of employment.