

Job Description

Job Title	Client Support Specialist
Reference	38068
Location	UWO Main Campus
Faculty/Unit	Western Libraries
Department	User Experience, Western Libraries
Full/Part Time	Full-Time
Employee Group	PMA - Professional and Managerial Association
Appointment Type	Continuing
Appointment Status	Regular Full-Time

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Classification & Regular Hours

Hours per Week: 35

Salary Grade: 13

About Western

Since 1878, Western University has been committed to serving our communities through the pursuit of academic excellence and by providing students, faculty, and community members with life-long opportunities for intellectual, social, and cultural growth. We seek excellent students, faculty, and staff to join us in what has become known as the "Western Experience" - an opportunity to contribute to a better world through the development of new knowledge, new abilities, new connections, and new ways to make a difference.

About Us

Western Libraries is committed to excellence: anticipating information and service needs related to the University's goals for research and scholarship, teaching and learning, and service to our university community and key partners. Our staff engages the Western academic community in the development of new services and continuously strives to exceed the expectations of our diverse user groups.

Responsibilities

The Client Support Specialist provides first level technical support and troubleshooting for all current services and applications, including computer, networking and software applications for all workstations within all locations at Western Libraries. The Client Support Specialist ensures that the leaders, staff and patrons who use these services and applications have any technical questions resolved in a timely fashion, either directly or by escalating the issue based on the severity and/or complexity. The Client Support Specialist will assist in the configuration, support and maintenance of the network of workstations, and in the configuration and installation of software needed by users, ensuring appropriate security, backup and recovery procedures are implemented and documented. The Client Support Specialist supports the planning and implementation of upgrades and updates of hardware devices and software applications. The Client Support Specialist will configure, operate, troubleshoot, and support audio, video, conferencing and collaboration technologies and applications. The Client Support Specialist participates in project work as assigned by the Manager as required.

Qualifications

Education:

- Undergraduate Degree or College Diploma in a related field (e.g. Computer Programming, Computer Systems, Information Management, Information Technology)
- A+, Microsoft Certifications, Lenovo, HP, and/or Dell IT certifications preferred

Experience:

- 1 year experience providing technical support and customer service
- Experience supporting a variety of operating system software, hardware, application software, and networking experience using workstations, laptops, mobile devices, and servers
- Experience in the configuration and operation of Microsoft Windows OS hardware, software environments, and applications
- Experience providing hardware and software support and service in an academic IT environment is preferred
- In addition to Windows OS, experience in the configuration and operation of Mac OS and iOS hardware, software environments, and applications preferred

Knowledge, Skills & Abilities:

- Familiarity with system administration, including computer networks, operating systems, and applications software
- Familiarity with project management tools and resources
- Communication skills to describe technical concepts effectively to both novice and sophisticated users
- Communication skills to write clearly, and adapt communication style and content for intended audiences in a professional manner
- Ability to write clear, concise and accurate procedural documentation
- Ability to work in a manner that models best practices in confidentiality standards
- Ability to provide solutions and ideas for improvement by using imaginative approaches where constructive thinking and innovation are required
- Ability to understand customer needs and expectations and provide excellent customer service to directly and indirectly satisfy expectations
- Ability and willingness to stay abreast of technological developments
- Adapts readily and effectively to changing priorities and demands
- Ability to work independently and maintain direction and focus through proactive planning and organized approaches to work
- Computer skills with the ability to creatively use and integrate technology to improve quality and productivity
- Excellent troubleshooting ability along with hands-on expertise in technical support
- Intermediate computer skills in Microsoft Office Suite & Microsoft 365 applications such as Outlook, Word, Excel, PowerPoint, Teams, OneDrive, etc.
- Multi-tasking skills to prioritize and consistently produce high-quality work within deadlines
- Ability to interact professionally with students, staff, faculty, and other members of the University community
- Proven ability and natural inclination to develop relationships by interacting with people in a professional, respectful and diplomatic manner

- Ability to work independently and effectively as a member of the team to achieve department goals
- Demonstrated ability setting up and supporting virtual conferencing applications such as Zoom, MS Teams, Webex, etc.
- Understanding of audio-visual system operation and the ability to troubleshoot and resolve intermediate-level computer and audio-visual issues on-site.

Western Values Diversity

The University invites applications from all qualified individuals. Western is committed to employment equity and diversity in the workplace and welcomes applications from women, members of racialized groups/visible minorities, Indigenous persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression.

Accommodations are available for applicants with disabilities throughout the recruitment process. If you require accommodations for interviews or other meetings, please [contact Human Resources](#) or phone 519-661-2194.

Please Note:

We thank all applicants for their interest; however, only those chosen for an interview will be contacted.

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