



EMPLOYMENT OPPORTUNITY

Computer Support Technician

The Town of Gander has an immediate opening for the position of Computer Support Technician. Working in conjunction with the Network Administrator and reporting to the Director of Finance, the Computer Support Technician is responsible for providing technical support to all Town of Gander employees and network systems. This support will cover, but is not limited to, all company computers, desktop peripherals, employee/client connectivity, and remote staff/office support and network servers.

Responsibilities

The position may involve the following duties:

- Provide technical assistance to computer clients and network services as required
- Log and track call using problem management database, and maintain history records and related problem documentation
- Monitor and log software licensing
- Prepare standard statistical reports such as helpdesk incident reports
- Co-ordinate activities with other departments as required
- Provide assistance in the development and maintenance of the company Intranet
- Other duties relating to Information Systems as required

Skills and Requirements

The successful candidate would have completed a post secondary computer training program for at least one year and have acquired 2-4 years of experience in computer support, network administration, or other technical fields. As well, they should be well versed in the following areas:

- Working knowledge of Ethernet networks, networking terminology, topologies, and networking hardware
- Indepth knowledge of operating systems including: Windows 9x, 2000, XP, NY 4.0, Windows Server 2003
- Intimate knowledge of PC hardware
- Knowledge of Microsoft Office 2000, and 2003
- Working knowledge of HTML and familiarity with editor such as Frontpage
- Scripting languages (PHP)
- Familiarity with network printing, printer sharing, and network printing devices

The position is a Job Creation Partnership and the benefits and wages are determined through the Services Canada Guidelines.

Qualified candidates are invited to submit their resume on or before **Friday, September 1st, 2006**

Town of Gander

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