

IT SUPPORT JOB DESCRIPTION

Job Title: IT Support
Reports to (Title): IT Manager

Department: Technology
Date: January 2025

A. Role Summary

The Centre for Digital Media was established through the ground-breaking partnership of four leading academic institutions: The University of British Columbia (UBC), Simon Fraser University (SFU), Emily Carr University of Art + Design (ECUAD), and the British Columbia Institute of Technology (BCIT).

The CDM IT department is responsible for the technology infrastructure and operations for the Centre for Digital Media and all its holdings. The IT Support role acts as a first point of contact for students, contractors, guests and employees to support their daily IT needs. They provide hands-on support for system and network administration for the organization. They are responsible for all support of cloud-based and SAAS systems, technical support and are the primary IT support person for events and community-based special projects.

B. Values and Digital Futures Access Strategic Plan Alignment

The role will support all institutional [values](#), and in particular:

1. Social Impact and Sustainability - facing the current and emerging digital challenges of our society to leave a sustainable and meaningful positive impact on our communities.
2. Innovation - being recognized as a creative institution that undertakes leading-edge research, solves complex problems, and breaks new ground in digital media.
3. Excellence & Value – attaining the highest levels of academic excellence and generating the maximum social impact and value for our province and people

The role will also be engaged with many elements of the CDM Digital Futures Access Strategic Plan, including the following Key Directions: Incorporate diverse perspectives, data and analytics into decision making.

C. Key Functional Responsibilities

1. **IT Support**
 - Assist students, faculty, staff and guests with IT/AV equipment and issues as needed. Addressing tickets and ensuring resolution.
 - Ensure all IT/AV equipment is in good working order.
 - Responsible for inventory tracking and control for all user accessible hardware and software.
 - Maintain end-user IT documentation.
 - Assist with monitoring of campus network and systems.
 - Support Cybersecurity awareness, learning, teaching, and oversight.
 - Assist with implementation of new IT projects, upgrades and improvements for all areas of the organization.
 - Staying updated with the latest technology trends and advancements. Researching solutions as needed.
 - Continuously enhancing technical skills and knowledge to support the campus needs.
 - Ability to step into projects and meetings to represent the Manager of IT as requested.

2.	Special Projects <ul style="list-style-type: none"> Assist with IT Support / AV support for internal and external events. This may require evening or weekend work
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The above are representative examples of duties and not exhaustive. Related activities can be assigned to the incumbent.

D. Education, Experience, and Skills

1. Education

	Required	Preferred	Areas of study preferred
Grade 12 or equivalent	X		
Diploma	X		
University Degree		X	
Other licenses, certifications, designations		X	Certifications: CCNA / A+ / Net + / Sec + Technical skills: UNIX / Linux / Windows / MacOS / VMWare / Networking

2. Experience

Years	Describe the previous experience required for the role.
1- 2	<ul style="list-style-type: none"> Experience providing customer-facing IT support to multiple diverse stakeholder groups. Experience working with network devices such as switches / routers / firewalls / wireless access points / VOIP Experience with enterprise software to support back-end systems. Experience working within an educational setting is an asset. Experience working with customer relationship management systems is an asset. Experience working with enterprise servers.

3. Knowledge, Skills, Abilities

Describe the skills required for the role.

- Broad knowledge of enterprise and consumer hardware devices.
- Knowledge of computer, network and internet security protocols and best practices.
- Knowledge of and experience with maintaining enterprise servers.
- Knowledge of office / digital media / internet software.
- Strong time management skills with the ability to manage multiple priorities and customers.
- Proactive attitude, adaptable to a changing environment.
- Strong attention to detail and organizational skills.
- Strong problem solving, critical and analytical thinking skills.
- Strong communication skills with the ability to work well in teams and independently.
- Results-oriented with the ability to follow-up and review outcomes effectively.
- Service focused—able to provide value and guidance to a diverse range of audiences including students, staff and faculty.
- Demonstrated initiative. A self-starter with curiosity to learn and continuously improve.
- Demonstrated commitment to justice, equity, diversity and inclusion.
- Physical ability to move computer equipment, climb ladders. Bending, lifting to 50 lbs.

E. Management Scope and Budget

1. Management Scope

X	Individual Contributor
	Leads/Supervises – provides daily work direction
	Manages staff
	Manages staff including other managers

2. Budget	
	Has budget responsibility – Note extent of responsibility:
X	Has no budget responsibility
E. Working Conditions	
1. Hours of work	
X	Full-time
	Part-time, indicate number of hours per week:
X	Flexible hours required for events
2. Environment	
X	Office – Not eligible for hybrid work program.
	Offsite
3. Travel	
X	No travel required
	Occasional day travel required - indicate how often: 1 – 2 times/month, local travel
	Occasional overnight travel required - indicate how often: