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## INVITES APPLICATIONS FOR THE FOLLOWING POSITION

<b>Position:</b>	<b>Technology Help Desk Attendant</b>
<b>Location:</b>	Division Office - Winnipeg
<b>Start Date:</b>	As soon as possible
<b>FTE:</b>	8 Hours/Day, 5 Days/Week, 12 Months/Year
<b>Term of Employment:</b>	Permanent
<b>Salary:</b>	\$22.83/hour
<b>Unionized/Non-Unionized:</b>	Non-Unionized
<b>Application Deadline:</b>	<b>Friday, May 2, 2025</b>

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Reporting to the Help Desk Supervisor, the Help Desk Attendant is the first point of contact for all Division staff seeking assistance for hardware and software usage. This position provides technical support via telephone, the web and in person and serves as the central dispatch for the Technology Department.

### **QUALIFICATIONS**

- Diploma in technology (A+/Microsoft Certification), a related field or equivalent combination of education and work experience
- Good working knowledge of office software (MS Office, Outlook, TEAMS/Skype), hardware (PC, mobile devices, network printing) and operating systems (Android, IOS and Windows)
- Proficiency in English with excellent verbal and written communication skills
- Excellent keyboarding skills (minimum 40 WPM)
- Excellent knowledge of general office procedures (i.e. telephone/email etiquette)
- Excellent analytical, organizational and problem-solving skills
- Demonstrated ability to work cooperatively and to prioritize activities
- Proven presentation skills and ability to conduct training seminars and user-education services
- Physical ability to move and package equipment weighing as much as 20 kg
- Valid Manitoba driver's license
- Ability to travel to communities within the Division

### **DUTIES AND RESPONSIBILITIES**

- Provides support and client services to end users within Division
- Conducts training with Divisional Support Staff via telephone, the web and/or face-to-face as appropriate
- Assists in the collection of student and school data
- Accurately logs, dispatches, tracks and follows-up on service requests
- Provides support to the Area Network Administrators
- Performs other related duties and responsibilities as assigned.

Applications should include a cover letter, current resume and a list of three professional references including contact numbers. Consent to contact references is also required.

*All applicants are thanked for their interest; however, only applicants selected for an interview will be contacted. By applying, you are consenting that the Division may contact your references.*

*The successful candidate will be required to submit a clear Criminal Record Check (including Vulnerable Sector Search) and Child Abuse Registry Check, at their own expense, as a condition of employment. Further information is available at [www.fsdnet.ca](http://www.fsdnet.ca)*

Forward application package to:

Bradley Hampson, Assistant Superintendent – Technology  
Frontier School Division  
30 Speers Road, Winnipeg, MB R2J 1L9  
Fax: (204) 258-2061  
Email: [Bradley.Hampson@fsdnet.ca](mailto:Bradley.Hampson@fsdnet.ca)

