



BOOTH
UNIVERSITY
COLLEGE

EDUCATION FOR A BETTER WORLD

Booth University College

Educational Support Technologist

As an integral part of the technology support team serving all areas of campus including academic, and administrative, the Educational Support Technologist provides client-focused support for the installation, configuration, and ongoing maintenance of end-user technology equipment and applications. The Educational Support Technologist acts as an ambassador for the Technology department by building and maintaining relations with Faculty, Staff, Students and other clients, and ensuring consistent and high-quality delivery of Information Technology services.

SUPERVISORY FUNCTIONS: none

ESSENTIAL FUNCTIONS OF THE JOB/ROLES AND RESPONSIBILITIES:

- Provide technical support to Faculty, Staff, and Students by researching and answering questions; troubleshooting problems; and maintaining systems and technologies
- Provide training for Faculty/Staff on classroom technology
- Support Faculty/Staff/Students through training as needs/technology are required
- Create, update and maintain technology manuals
- Check security cameras to confirm they are always working
- Attend regular Technology Department meetings and participate in other committees and meetings as assigned by your supervisor.
- Assist with new technology projects and participate in vendor meetings as directed
- Engage in self-directed training to upgrade present skills and keep current on technologies
- Provide after-hours support as required by the supervisor
- Communicate with Territorial Headquarters (THQ) Service Desk regarding centrally managed email and phone system and other offsite-managed systems
- The job functions above will support various systems including but not limited to:
 - Video and Audio Conferencing
 - Student Card access system
 - Security cameras
 - Recording equipment
 - Copiers/printers
 - Lab virtual desktops
 - Digital signage
 - Classroom technology – smart boards, TV screens, Faculty computers, peripheral devices, and mobile conferencing technology
 - Setup and configuration of new computer equipment as required



BOOTH
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COLLEGE

EDUCATION FOR A BETTER WORLD

- Learning Management System Support
- Basic Computer repair (Mac and PC)
- Laptop/desktop imaging
- Maintain computer lab and equipment (Library and ALC)
- WIFI – Waldron building and BoothUC Union Station
- Network cabling
- VPN support
- Maintain up to date documentation and diagrams – technology and classroom technology
- Sound systems (portable and chapel)
- Student Information System
- Software/firmware upgrades
- Server/desktop – updates, repairs, troubleshooting

QUALIFICATIONS

1. Required

- Satisfactory criminal record check
- Fully supportive of the integration of faith and learning in a Christian university-level setting and a commitment to the Mission of Booth University College
- Ability to integrate your Christian faith within the workplace
- Must be valid to work in Canada
- Two years' directly related experience dealing with varied technologies
- Proficient with technology; Able to operate and troubleshoot classroom technology like video conferencing systems, screens, computers, and learning management systems
- Industry certification (A+, Network +, etc.) or related education required
- A self-starter who is willing to learn and enjoys working independently and in a team environment
- Knowledge of Windows 11 Pro, Windows Server 2019, 2022 and 2025
- The ability to work under pressure and make responsible decisions quickly; able to remain patient and persistent when dealing with frustrating problems and problem solve in a creative manner
- Excellent time management skills - the ability to triage tasks to handle changing priorities and demands
- Excellent organizational skills in managing classroom resources including books, educational materials, and equipment
- A keen interest in keeping up to date with technological developments, in life-long learning, and ongoing professional development.



BOOTH
UNIVERSITY
COLLEGE

EDUCATION FOR A BETTER WORLD

- Excellent verbal and written communication skills; an effective communicator, comfortable working with people in a wide variety of jobs and levels and able to express ideas and solutions in clear, non-technical terms to the end-user
- Able to demonstrate patience and empathy, while interacting with students from various backgrounds and varying learning abilities.
- Strong Inter-Personal Skills – able to display positive and professional customer service orientation while connecting with students, instructors and staff both in-person and remotely
- A valid driver's license is required as we provide support for two locations.

2. Assets (Preferred Qualifications)

- Technical work-related experience in an educational environment is desirable
- Experience with educational institutions' varied technologies
- Microsoft certification or practical work experience

This is an entry-level, full-time position with 37.5 hours per week. Booth University College offers a stimulating university college environment, a mission-driven purpose, and the opportunity to contribute to change as Booth UC moves forward on its commitment to its mission: **Education for a Better World.**

Application Instructions

Applications may be submitted in confidence to Human Resources; Booth University College by email: BoothUC.Careers@boothuc.ca. Applications must include a cover letter. In the letter describe why you want to work at Booth University College. Also, please detail what key strengths you bring to this position. All qualified candidates are encouraged to apply however, in accordance with Canadian Immigration requirements, Canadians and permanent residents will be given priority.

Accommodations are available upon request throughout the recruitment process.

About Booth University College

Booth UC is a Christian university college located in Winnipeg, Manitoba (Canada) and rooted in The Salvation Army's history of meeting the needs of the most vulnerable in society. As an open-enrollment institution, we welcome students from many different backgrounds, cultures, and countries. Deeply committed to social justice, we blend Christian faith and rigorous scholarship with a passion for service. Our approach to learning is anchored in academic excellence and based on a vision of social justice, hope, and mercy for all. We are committed to our mission: **Education for a Better World.** This is described in our mission statement:

William and Catherine Booth University College, a Christian university college rooted in The Salvation Army's Wesleyan theological tradition, brings together Christian faith, rigorous scholarship, and a passion for service. The University College educates students to understand the complexities of our world, to develop



BOOTH
UNIVERSITY
COLLEGE

EDUCATION FOR A BETTER WORLD

the knowledge and skills necessary to be active contributors to society, and to know how the Christian faith compels them to bring hope, social justice, and mercy into our world.