

# Information Systems Support Technician

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## Position Details

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### Position Information

<b>Position Title</b>	Information Systems Support Technician
<b>Department/Unit</b>	Human Resources
<b>Location</b>	Halifax
<b>Posting Number</b>	S146-19
<b>Employee Group</b>	NSGEU Local 77
<b>Position Type</b>	Term
<b>Duration of Contract (if applicable)</b>	1 year
<b>Employment Type</b>	Full Time
<b>Full-time Equivalency (FTE)</b>	1.0
<b>Salary</b>	\$28.92 - \$35.27 per hour (\$52,635- \$64,189 per annum, 35 hours per week)
<b>Classification</b>	SIT1

### Provisional Statement

#### About Dalhousie University

Dalhousie University is Atlantic Canada's leading research-intensive university and a driver of the region's intellectual, social and economic development. Located in the heart of Halifax, Nova Scotia, with an Agricultural Campus in Truro/Bible Hill, Dalhousie is a truly national and international university, with more than half of our 19,000 students coming from outside of the province. Our 6,000 faculty and staff foster a vibrant, purpose-driven community, that celebrated 200 years of academic excellence in 2018.

#### Job Summary

Human Resources is committed to a vision where employees are engaged, supported, and inspired to achieve excellence at Dalhousie University. Reporting to the Senior Workforce Analyst and Acting Supervisor, HR Data Analysis & Systems Management (DASM), the Information Systems Support Technician supports the DASM team, by being the first point of contact for all internal HR clients and the Dalhousie community regarding inquiries, technical assistance, and system access for all DASM initiatives including Banner 9, SharePoint, Absence and Overtime Reporting (AOR), and automated forms such as Electronic Personnel Action Forms (EPAF), and Termination systems.

#### Key Responsibilities

- Provide ongoing technical and administrative user support for EPAFs, and HR Termination systems, and AOR.
- Serve as a system administrator for AOR, EPAF and HR Termination systems, including granting access, troubleshooting issues, and performing updates and adjustments.
- Act as back-up departmental security officer, granting access to secure systems, forms and folders.
- Carry out regular system audits as well as weekly and ad-hoc reporting.

- Update HR project plans, including tracking and recording schedules, and communicating established project tasks to team members.

- Meet with internal HR stakeholders to review and assist with process issues as required.

## Note

## Qualifications

Undergraduate degree in Business, Information Management or related field, with approximately three to five years' related experience (or equivalent combination of training and experience) is required. Demonstrated experience with data administration and reporting, client support, project management schedules, and systems administration is required. Must demonstrate strong communication (verbal and written) and interpersonal skills. Demonstrated attention to detail and the ability to work both independently and as part of a team are also required.

## Job Competencies

## Additional Information

Dalhousie University supports a healthy and balanced lifestyle. Our total compensation package includes a defined benefit pension plan, health and dental plans, a health spending account, an employee and family assistance program and a tuition assistance program.

## Application Consideration

Bargaining unit employees for NSGEU local 77 are given first consideration and will be notified regarding the status of their application. All other applicants will be considered when there is no qualified internal candidate.

We thank all applicants for their interest, however, only candidates selected for an interview will be contacted.

## Diversity Statement

Dalhousie University is committed to fostering a collegial culture grounded in diversity and inclusiveness. The university encourages applications from Aboriginal people, persons with a disability, racially visible persons, women, persons of minority sexual orientations and gender identities, and all candidates who would contribute to the diversity of our community. For more information, please visit [www.dal.ca/hiringfordiversity](http://www.dal.ca/hiringfordiversity).

## Posting Detail Information

### Number of Vacancies

1

### Open Date

09/06/2019

### Close Date

09/13/2019

### Open Until Filled

No

## Special Instructions to Applicant

### Quick Link for Direct Access to Posting

<http://dal.peopleadmin.ca/postings/2058>

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## Supplemental Questions

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Required fields are indicated with an asterisk (\*).

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## Documents Needed to Apply

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Required Documents

1. Résumé / Curriculum Vitae (CV)

Optional Documents

1. Cover Letter