Posting #25-075CU

ITS Support Assistant I
Information Technology Services
Term, Part-time, Hourly (16 hours per week)
September 2025 to September 2026

Purpose

Reporting to the Manager of Enterprise Systems and Project, the ITS Support Assistant I is part of the IT team and provides support to UNBC's diverse community by assisting with basic IT tasks, helping with basic tech support, and handling IT-related administrative tasks. This person will participate in a rotational learning program that provides exposure to various aspects of the ITS department including software development, systems administration, network management, and cybersecurity.

Who are we looking for?

You love working with technology, it is more than just a job and you enjoy learning about new advances and techniques. You're self-motivated and have a passion for bringing technology and people together to solve tough problems. You will bring forward great ideas that make systems more reliable, extensible, and available. You're able to work with other talented IT professionals to maintain excellent systems experience and availability.

Why join UNBC's Information Technology Team?

We're a small agile team that has autonomy on how work is accomplished. Work times and location are flexible and work-life balance is valued. We are always looking for ways to improve; our high-trust environment means we encourage experimentation since it provides great opportunities for learning. This focus on learning is also why we are here, to support the success of students and research, knowing we are transforming lives and communities in the North and around the world. We support self-improvement and will try to provide whatever you need to be successful in your position, like skill building and opportunities for advancement. We prefer sustainable approaches to our work, and our system architectures aim to be highly resilient. This allows us to focus on adding value to our community. We work closely together and value teamwork, respect, and inclusion. This position is eligible for the Tuition Waiver program enhancing your career development and progression.

Responsibilities

Duties include but are not limited to:

- Participating in a rotational learning program, providing exposure to various aspects of the ITS department like software development, systems and network administration, endpoint orchestration, and cybersecurity;
- Providing Tier II support, troubleshooting common issues, escalating more complex problems to senior IT staff, and ensuring service excellence;
- Maintaining IT inventory, including tracking hardware and software assets, assisting with asset management procedures and tasks;

- Supporting senior ITS staff in the creating and updating of IT documentation and manuals, contributing to the department's knowledge base;
- Participating in structured learning sessions led by departmental experts to learn basic programming and other key IT skills; and
- Maintaining a strong commitment to professional development and continuous learning, taking advantage of training opportunities provided by the ITS department.

Qualifications

The successful candidate will possess the following:

- A high school diploma or equivalent;
- Completion of at least one of the following or its equivalent:
    - Computer Information Systems 11 / 12
    - Computer Programming 11 / 12
    - Undergraduate-level introductory programming course

The successful candidates will be able to communicate effectively, both verbally and in writing, and possess excellent interpersonal and time management skills. Demonstration of the ability to establish effective working relationships with a diverse set of clients, including senior technical staff, support staff, faculty members and students is essential. Being enrolled in a post-secondary IT program will be considered an asset.

The successful candidates must be able to provide a clear criminal record check and have a valid BC driver's license.
An equivalent combination of education and experience will be considered.

Salary

This position has been classified at a Grade 1H, $22.12/hr.

Hours of work will be scheduled based on incumbent's availability to a maximum of 16 hours per week. Typical schedule will consist of four (4) shifts per week, each being four (4) hours in length.

Normal working hours are between 8:00am and 4:30pm Monday to Friday, however, some flexibility is required.

Our Commitment to Diversity and Employment Equity

The University of Northern British Columbia is fully committed to creating and maintaining an equitable, diverse, and inclusive environment that is accessible to all. We are devoted to ensuring a welcoming, safe, and inclusive campus free from harassment, bullying, and discrimination. This commitment is woven into our motto and mission. In the Dakelh language, UNBC's motto 'En Cha Huná translates to "they also live" and means respect for all living things. Through the respect for all living things, we are able to grow and learn better together, each bringing our own unique individual differences and contributions to inspire leaders for tomorrow by influencing the world today.

Employment equity requires that we remove barriers and overcome both direct and indirect discrimination. In this way, the pool of excellent candidates increases substantially. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights

Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

About the Community

Since its founding in 1990, the University of Northern British Columbia (UNBC) has emerged as one of Canada's best small research-intensive universities, with a passion for teaching, discovery, people, and the North. UNBC's excellence is derived from community-inspired research, hands-on learning, and alumni who are leading change around the world.

Since time immemorial, Indigenous peoples have walked gently on the diverse traditional territories where the University of Northern British Columbia community is grateful to live, work, learn, and play. We are committed to building and nurturing relationships with Indigenous peoples, we acknowledge their traditional lands, and we thank them for their hospitality. UNBC's largest campus in Prince George is located on the traditional unceded territory of the Lheidli T'enneh, in the spectacular landscape near the geographic centre of beautiful British Columbia.

UNBC consistently ranks in the top three in its category in the annual Maclean's university rankings. UNBC also recently placed among the top five per cent of higher education institutions worldwide by the Times Higher Education World University Rankings.

With a diverse student population, the University is friendly, inclusive, and supportive. Prince George is a city of ~80,000 people with impressive cultural, educational, and recreational amenities. For more information about living and working in Prince George, please refer to http://www.unbc.ca/experience and https://moveupprincegeorge.ca. Make your mark with this leading post-secondary institution.

To Apply

The University of Northern British Columbia is committed to employment equity and encourages applications from the four designated groups (women, Indigenous peoples, persons with disabilities, and members of visible minorities) as well as the 2SLGBTQ+ communities and individuals with intersectional identities.

Persons with disabilities, who anticipate needing accommodation for any part of the application and hiring process, may contact UNBC Health & Wellbeing at wellbeing@unbc.ca. Any personal information provided will be maintained in confidence.

Internal applicants from CUPE Local 3799 will be given priority consideration.

Please forward your resume, cover letter, and proof of education quoting competition #25-075CU to:

Human Resources, University of Northern British Columbia,
3333 University Way, Prince George, BC, V2N 4Z9

Email submissions: HRecruit@unbc.ca
Inquiries: (250) 960-5521

All qualified candidates are encouraged to apply; however, Canadians and permanent residents will be given priority. We thank all applicants for their interest in UNBC however, only those applicants selected for further consideration will be contacted.

Applications will be accepted until 4:30 PM on September 4, 2025