

Posting #25-094CU

Client Services Analyst Office of Shared Services (OSS) Regular, Full-time

Purpose

Reporting to the Classroom Technologies Coordinator within the new Office of Shared Services, the Client Services Analyst (CSA) is part of the Information Technology (IT) Client Services team and provides day-to-day consultation, training, instruction, trouble-shooting, and problem-solving to computer users for hardware, software, audio, video, teleconference, videoconference, phone, network and related computer systems, and peripheral devices.

As part of the University's commitment to promote in-house progression training, the Client Services Analyst is part of UNBC's Gateway Progression Plan. The progression plan consists of both an education/certification component as well as on-the job training where you will gain hands-on experience. The successful candidate will be placed at the appropriate level within the progression plan, and duties and responsibilities will commensurate appropriate to that level.

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 are 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. You will bring an enthusiastic approach and commitment to exceptional customer service.

Why join UNBC's Information Technology Team?

We are a small agile team that has autonomy on how work is accomplished, work times are flexible, and good 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

Responsibilities

Reporting to the Classroom Technologies Coordinator, duties include but are not limited to:

- Providing support in the following areas: end user applications, hardware, software, audio, video, teleconference, phone, network and related computer systems, and peripheral devices, including application configurations, deployment and installation, diagnostics, troubleshooting, and preventative maintenance and repairs for all UNBC campuses/sites;
- Monitoring inventory of Client Services equipment;



- Maintaining University lab environments, including the operation and configuration of lab software;
- Providing camera and Audio Visual (A/V) equipment support including: installing/configuring/troubleshooting for livestream, videoconferences, teleconferences, or production(s);
- Creating, developing, and maintaining technical support standard operating procedures, reports, instructional documentation, and training materials, and provides on-training for users as required; and
- Providing coverage for Service Desk as required.

The successful candidate will be placed at the appropriate level within the progression plan, and duties and responsibilities will commensurate appropriate to that level.

Qualifications

The successful candidate will possess a minimum 2-year post-secondary diploma in electronics, computing sciences, or related technology discipline together with a minimum of 3 years' relevant experience supporting audio visual systems in a higher education or enterprise environment. An equivalent combination of education and experience will be considered.

The following will be considered an asset:

- ITIL foundations certification; and
- A/V Certification or training.

The successful candidate will be able to communicate effectively, both verbally and in writing, and possess excellent interpersonal and time management skills. We are looking for a self-starter with the ability to manage changing priorities, meet deadlines, and deliver results. 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. The successful candidate must be able to provide a clear criminal record check and have a valid BC driver's license.

Salary

The entry level of the Progression Plan commences at a Grade 5 (\$55,091.40 - \$57,348.20) and progresses through to a Grade 7 (\$62,644.40 - \$65,228.80). The starting salary will be dependent upon the successful applicant's qualifications and placement within the plan.

UNBC offers employee tuition waivers (includes spouse and dependents), excellent benefit and pension packages, employee training and development opportunities, as well as relocation assistance. For more details please see:

<http://www.unbc.ca/human-resources/employee-benefits>

<http://www.unbc.ca/human-resources/unbc-pension-plan>

Normal hours of work will be 8:00 am – 4:00 pm Monday through Friday (35 hours), however, some flexibility is required, as generally system maintenance occurs during off-hours.

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 employee 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 and proof of education (e.g. copy of transcripts or copy of degree/diploma) and include the competition number #25-094CU in the subject line 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 4:30PM on October 1, 2025.

