POSITION AVAILABLE

IT GENERALIST
FULL-TIME

We are privileged to learn, work, and live on the traditional territory of the Sc'ianew (Beecher Bay) First Nation.

Pearson College UWC stands as a beacon of hope and education, founded in 1974 with a vision to make education a force that unites people, nations, and cultures for peace and a sustainable future. Our mission is deeply rooted in this vision, striving to empower students from diverse backgrounds to actively engage in creating a better world.

At Pearson, we are more than just an educational institution; we are a vibrant community of passionate individuals committed to fostering global understanding and positive change. As one of 18 United World Colleges around the world, our students undergo a rigorous selection process involving over 150 National Committees worldwide. They are chosen not only for their academic potential but also for their demonstrated dedication to making a meaningful impact on the world. Moreover, the majority of our students receive substantial financial aid, ensuring that opportunities for transformative education are accessible to all.

Pearson College UWC is recruiting for an outstanding IT Generalist

Reporting to: Deputy Head of College – Operations & Deputy Head of College – Academics

Position Summary:

Pearson College UWC is seeking a versatile and experienced IT Generalist to join our team. The ideal candidate will have a strong foundation in various IT domains, including hardware, software, networking, security, and education technology. The IT Generalist will play a key role in supporting the organization's IT infrastructure, resolving technical issues, and implementing IT projects as well as supporting staff, faculty, and students.

About the Team:

You will join a team that supports a distributed campus of 200+ students with approximately 70 faculty and staff. The team supports all aspects of the IT infrastructure, including servers (virtual and physical), networking, WI-FI, desktops, laptops, printers, scanners, security cameras, smartphones, and some AV classroom equipment. The environment is primarily Windows 10/11, Microsoft AD and Azure in Hybrid mode with transition in progress to Microsoft Entra ID with Microsoft Teams being the primary collaboration tool. The ideal

candidate will possess experience in most of these disciplines with an aptitude and desire to learn and to develop and improve their skills. There are several Cloud-based Line of Business applications that support mostly staff functions. Walk-in traffic from students is routine, who bring personal devices for support. The campus is distributed with over 25 buildings, so you will frequently be away from your desk to support service requests.

Education Technology

Education Technology or EdTech is a developing field. It encompasses tools, techniques or procedures that enable teachers to transfer knowledge to students. Tools can include online learning platforms, mobile applications, educational software, and other types of technology. EdTech aims to improve student learning through best practices of technology integration.

Major Responsibilities:

- Provide first-level support for end-users, resolving hardware and software issues promptly
- Troubleshoot and resolve technical problems related to servers, desktops, laptops, printers, and other IT peripherals as well as classroom AV
- Assist in the maintenance and troubleshooting of network infrastructure including LAN and Wireless
- Configure and manage routers, switches, and firewalls
- Administer and maintain Windows 10/11, Microsoft 365 Suite, Azure, and other Line of Business applications
- Install, update, and configure software applications across the organization
- Collaborate with users to understand software needs and provide training as necessary
- Participate in the planning and execution of IT projects, ensuring timely delivery and adherence to quality standards
- Collaborate with cross-functional teams to achieve project goals
- Maintain accurate and up-to-date documentation of IT systems, configurations, and procedures
- Create user manuals and guides for common IT processes
- Be the point person for EdTech knowledge and development at Pearson College, and serve as a liaison between faculty, students, and IT
- Assess EdTech needs and facilitate faculty training endorsed by the Deputy Head of College Academics
- Coordinate and prioritize IT responsibilities and provide technical guidance for technology projects led by the Academic Dept
- Stay up to date with current trends and best practices in instructional design, AI and educational technology

Educations, Skills & Experience:

- Proven experience as an IT Generalist or similar role
- Strong knowledge of hardware, software, networking, and security
- Excellent troubleshooting and problem-solving skills
- Familiarity with IT project management principles
- Ability to communicate effectively with technical and non-technical stakeholders
- Certifications such as CompTIA A+, Network+, or Microsoft Certifications are an asset
- Familiarity with Education Technology platforms and tools an asset
- Due to the distributed nature of the campus, moving of equipment and moderate physical activity may be required

Compensation & Organization

This is a permanent, full-time position (4-5 days per week) located at Pearson College UWC in Metchosin, approximately 40 minutes from downtown Victoria. Wage range is between $45.00-$55.00 per hour. The College offers a comprehensive benefits package that includes flexible schedule and hybrid model, four weeks of vacation with additional paid time off during Christmas, extended health & dental coverage, matching RRSP program and on-site meal program. Applications will be accepted until the position is filled. Only candidates selected for an interview will be contacted. Résumés and a cover letter can be emailed to hr@pearsoncollege.ca.

As an inherent part of our United World College values, Pearson College UWC is actively committed to Anti-Racism, Diversity, Equity, and Inclusion in our living, learning and work environments. In pursuit of our values, we seek individuals who will work respectfully and constructively with differences and across levels of privilege and power. We actively encourage applications from members of groups experiencing barriers to equity.