

POSITION AVAILABLE

JUNIOR IT/AV SUPPORT TECHNICIAN

FULL-TIME

We are privileged to learn, work, and live on the traditional territory of the SC'IA'NEW 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 in their home countries. 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 Junior IT/AV Support Technician.

Reporting to: IT Manager

Position Summary:

The Junior IT/AV Support Technician plays a key role in supporting Pearson College's technology infrastructure and ensuring reliable, high-quality audio-visual and information technology services. This position provides day-to-day technical support to faculty, staff, and students; maintains IT and AV systems; and assists the IT Team with planning and implementing technology across the College.

Responsibilities include installation, maintenance, and troubleshooting of servers, workstations, networking, portable devices, and audio-visual systems used in/for classrooms, events, and presentations. Audio-Visual support may require work during evenings and weekends, which will be offset with time off during weekday hours accordingly.

LESTER B. PEARSON COLLEGE OF THE PACIFIC AND UNITED WORLD COLLEGES (CANADA) INC

650 Pearson College Drive, Victoria, BC, Canada, V9C 4H7

P: +1 250 391 2411 E: info@pearsoncollege.ca www.pearsoncollege.ca

Located on the unceded territory of the SC'IA'NEW Nation

Responsibilities:

- **End-user Support**
 - o Provide first-line technical support to faculty, staff, and students for hardware, software, operating systems, printing, and account-related issues.
 - o Assist with installing, configuring, and maintaining desktops, laptops, and peripheral devices.
 - o Help identify training needs and provide guidance to users, escalating issues as required.
 - o Support student technology, including laptop distribution and loaner management.
- **Network and Systems Support**
 - o Assist senior IT staff with day-to-day operation and maintenance of servers, networking, and user accounts.
 - o Perform routine system checks and assist with scheduled backups.
 - o Support cybersecurity practices and business continuity procedures.
 - o Assist with maintaining wired and wireless systems, firewalls and related infrastructure.
- **Audio-visual and Event Support**
 - o Oversee and supervise Student Audio-Visual Team, including training, instruction and event support, including collaboration with Pearson College Events Coordinator.
 - o Assist with cabling and installation, set up, operation and disassembly of AV equipment for classrooms, meetings, and events.
 - o Provide frontline troubleshooting support for AV equipment and conferencing tools.
 - o Manage hybrid meeting and conferencing platforms for presentations.
- **Documentation and Coordination**
 - o Help maintain equipment inventories, documentation, and checkout procedures/records.
 - o Assist in coordinating service requests with vendors and external support providers.
 - o Support IT and AV planning and budgeting.
- **Additional Responsibilities**
 - o Assist managing employee and student email accounts.
 - o Provide basic technical support for Race Rocks.
 - o Support compliance with College IT policies and procedures
 - o Perform related duties as assigned by the Deputy Head of College – Operations.

Education, Skills and Experience

- Demonstrated technical proficiency across enterprise systems and platforms, including Windows Server, Active Directory, Azure, Entra, Office 365, Google Workspace, Windows, and macOS.
- Strong foundation in IT infrastructure and systems administration, including networking, system backups, security tools, firewalls, basic databases, and hardware servicing.
- One to three years of experience managing end-user computing environments, including device imaging, client policies, scripting and printing.

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- Working knowledge of audio-visual systems and event technology, with the ability to support presentations, performances, and hybrid environments.
- Proven troubleshooting, problem-solving, and project coordination skills, with the ability to manage competing priorities independently and collaboratively.
- Post-secondary education in Information Technology, Computer Science, or a related field is considered an asset.
- Strong interpersonal and communication skills suited to an educational setting and frequent interaction with students, staff, and external partners.
- Availability and commitment to an on-site role, including evenings and weekends as required; experience at a boarding school or interest in a boarding support role is considered an asset.
- Ability to work effectively in varied campus environments such as classrooms, labs, event spaces, and media-focused settings.
- Physical capability to install and support IT/AV systems, including lifting equipment up to 50 lbs (23 kg), working at heights, and using hand tools safely.

Compensation & Organization

This is a full-time position (35 hours per week) based at Pearson College UWC in Metchosin, approximately 40 minutes from downtown Victoria, BC. Compensation ranges from \$65,000.00 to \$75,000.00 per annum, plus a comprehensive benefits package that includes vacation pay with additional paid time off during Christmas, extended health & dental coverage, and on-site discounted meal program. Applications will be accepted until the position is filled and are reviewed daily. Only candidates selected for an interview will be contacted. Candidates must be eligible to work in Canada at the time of applying and pass a criminal record check. Résumés and a cover letter can be emailed to careers@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 encourage applications from individuals belonging to minority and/or marginalized groups, including but not limited to Indigenous peoples, LGBTQ+ individuals, women, and those with diverse backgrounds or experiences. Your unique perspective is valued and contributes to fostering an inclusive and equitable workplace.