**Shared Solutions Support Consultant - Hybrid Workplace**

**Job Summary**

Are you good at helping people solve problems? Do you love working in a technical environment? Do you want to boost your professional skills within the ARTS community? We are looking for Faculty of Arts students to join our Arts Computing Office (ACO) team. The ideal candidate will have a passion for providing excellent customer service, possess critical thinking and problem-solving skills focused on the ability to troubleshoot and resolve technical issues in a timely manner. **The ACO team will provide ongoing supportive training require to be successful in this role.**

Aside from the daily help you will provide, this position will be very self-directed. There will be a large focus on personal projects that contribute to the University and Faculty of Arts that support professional career growth and development.

There may be an opportunity to return for a subsequent work term. For returning co-ops, you may be introduced to a more leadership/mentorship focused role to support first time coops with the added benefit of increased pay.

The following ACO ‘Day in the Life video’ highlights some of the day-to-day activities:

[Arts Computing Office: Day in the Life of our ACO co-ops - YouTube](https://www.youtube.com/watch?v=zUtpEZwjH8g)

**Key responsibilities**

* Provide first-line support to students, staff and faculty via help desk, email, and support tickets (ongoing training and skill development provided throughout the term).
* Learn best practices in project management, business analysis, and change management working towards industry standard professional certifications.
* Create and update documentation for internal departmental use and client facing web sites.
* Troubleshoot and resolve technical issues related to hardware, software, and networking.
* Document and track all customer interactions and issues in the ACO ticketing system.
* Provide training and assistance to customers on the use of software and hardware.
* Express your creativity via ACO social media, digital signage, and technical writing.
* Develop and create business cases to support individual or team projects.
* Collaborate with other ACO staff to identify and resolve complex issues.

**Qualifications**

* Passion to learn with a growth mindset.
* Strong problem-solving and analytical skills
* Strong writing, documentation, and communication skills
* Attention to detail within a fast-paced work environment.
* Some experience in a client service environment or customer support role
* Ability to work in a hybrid work environment with potential to work from home.
* Knowledge of Mac and Windows operating systems, as well as Microsoft Office Suite

**Compensation & Benefits**

1. Leadership opportunities
2. Hybrid working environment.
3. Returning coops receive additional pay.
4. Professional Development Training opportunities
5. As a Faculty of Arts, ACO employee, you can network with departments across UW campus.

If you are a customer-focused professional with a passion for technology and a willingness to learn, we encourage you to apply for this exciting opportunity.

**Equity Statement**

The University of Waterloo is committed to implementing the Calls to Action framed by the Truth and Reconciliation Commission. We acknowledge that we live and work on the traditional territory of the Neutral, Anishinaabeg and Haudenosaunee peoples. The University of Waterloo is situated on the Haldimand Tract, the land granted to the Six Nations that includes six miles on each side of the Grand River. The University values the diverse and intersectional identities of its students, faculty, and staff. The University regards equity and diversity as an integral part of academic excellence and is committed to accessibility for all employees. The University of Waterloo seeks applicants who embrace our values of equity, anti-racism, and inclusion. As such, we encourage applications from candidates who have been historically disadvantaged and marginalized, including applicants who identify as First Nations, Métis and/or Inuk (Inuit), Black, racialized, a person with a disability, women and/or 2SLGBTQ+.