

The Link Publication Society - Concordia University's Independent Publication

H-645 - 1455 de Maisonneuve W. - Montreal - Quebec - H3G 1M8

PART-TIME COMPUTER TECHNICIAN

JOB DESCRIPTION

Work with Business Manager to maintain and improve the computer infrastructure of The Link newspaper, and support everyone in the organization with technical problems as they arise. The majority of the work for this job is based in the office. This includes direct support and troubleshooting for tech problems of staff, as well as work on the file server, the desktops, and the other office infrastructure like networking and printers. A smaller part of the job is working on external services, such as a VPS for web hosting, and a Google apps account for mail and lists.

Desktops

- Troubleshoot software and hardware problems of staff.
- Install new computers (as needed).
- Periodic cleanups and software upgrades, a few times per year.
- Plan, procure, install, and support software for staff.
- Annually clean data off old iMacs in preparation for donations.
- Plan macOS upgrades on desktops.
- Update catalogue of hardware specs and special software installed.

File Server

- Ensure stability of FreeNAS file server, serving AFP shares to computers on local network.
- Monitor local and remote backups:
 - Local ZFS snapshots on file server
 - Business computer local time machine backup to file server
 - Remote backup to Backblaze service Local backups with time machine and remote backups with Back.
- TODO: Migrate AFP shares to SMB/CIFS.

Network

- Troubleshoot network issues and coordinate solutions with IITS when necessary.
- Awareness of overall network map and how things connect to each other.
- Printer connectivity, occasionally troubleshooting other problems.
- TODO clarify procedures for remote access to LAN, file server, desktops.

Web server

- On-call support for Ubuntu Server LTS on a Linode VPS.
- Host the main PHP/MySQL website in the ExpressionEngine (EE) CMS.
- Coordination with the web designer who works remotely for all EE design and maintenance.
- Minor troubleshooting/support/improvements for the EE website.
- DDoS protection and letsencrypt GTTTS via deflect.ca <http://deflect.ca/> service.
- Host static archived versions of prior Link websites.
- Regular security updates for Ubuntu, occasional upgrades to new LTS version, and general awareness of potential security problems.
- Evaluate and improve Linode VPS service and features.
- TODO automation and monitoring of security upgrades to the web server.

Internal

- Shared keepassx database for password management.
- Ongoing documentation of tasks and procedures.
- Maintain Nextcloud installation on Linode VPS for shared access to keepassx database file, documentation, and other files.
- Update documentation.

Administrative

- Visits to the office by request and writing brief report of activities and hours.
- Adding new masthead accounts to file server.
- Administration of Google Workspaces account including creation of new email accounts, granting access to email accounts, configuring account forwarding when needed, and support for problems with Workspaces apps.
- TODO Implement project management system to generate reporting.

QUALIFICATIONS

- Demonstrated ease with technological applications with a proven ability to work in a PC and Mac environments.
- Demonstrated ability to take initiative, problem-solve and organize work within area of responsibility.
- To have a diploma of college studies (DEC) in an appropriate specialty or a diploma or an attestation of studies.
- Assists all students/clients with a positive attitude, tact and diplomacy while maintaining a professional manner and competence at all times.
- Proven discretion in dealing with confidential information.

HOURLY CONTRACT. Average of 15-20h/month - FIRST ONSITE HOUR FROM \$44 TO \$50. REMOTE FROM \$22 TO \$25.

Please submit resume and references to: business@thelinknewsapper.ca

Only selected candidates will be contacted.