GDipICL Tech Support Agent

Posting date: November 13, 2026
Closing date: November 22, 2026

The Graduate Diploma in Immigration and Citizenship Law ("GDipICL") is an innovative online program designed to equip students with the knowledge, strategic competencies, practical skills, and critical judgement necessary for a career in immigration consulting as well as roles in the broader immigration ecosystem. The GDipICL program is Canada's only English-language pathway to becoming a licensed immigration consultant and prepares students for the College of Immigration and Citizenship Consultants mandatory Entry-to-Practice Exam.

The GDipICL program is seeking two experienced individuals to serve as GDipICL Tech Support Agents.

The GDipICL Tech Support Agents play a key role in supporting the delivery of synchronous online learning and virtual engagement within the GDipICL program. This role focuses on providing real-time technical support to faculty, staff, and students and ensuring a smooth and accessible virtual learning experience.

GDipICL Tech Support Agents work closely with the GDipICL Tech Support Specialists (Team Leads) to monitor Zoom sessions, respond to technical issues, track attendance, and support virtual events and onboarding activities of the GDipICL program.

Key Responsibilities:

- Monitor live Zoom tutorials and respond to faculty and student support requests in real time through Zoom Team Chat, email, and other communication channels;
- Troubleshoot and triage Zoom, connectivity, access, and other technical issues; escalate complex issues to the Team Lead or ITS as required;
- Assist with Zoom features and session management, including breakout rooms, screen sharing, polling, chat tools, participant management, webinars, drop-in advising sessions, and virtual events;
- Support faculty and students in accessing Zoom tutorials through onQ, navigating Zoom features, and preparing for virtual learning environments;
- Support students preparing for proctored quizzes and exams by verifying technical requirements and reinforcing exam rules and expectations;
- Download Zoom participant reports and accurately complete attendance tracking and related documentation for Instructors;
- Provide clear, timely, and solution-oriented guidance using program manuals, quick-reference guides, FAQs, and other support resources; provide feedback to improve support materials; and,
- Other related duties as assigned.

Required Qualifications:

- Two-year Community College Diploma.
- Previous experience in a customer support role, preferably supporting a virtual environment or online learning setting.
- Proficiency with Zoom and Learning Management System platforms (ie. onQ).
- Strong troubleshooting and problem-solving skills.
- Excellent communication and customer service skills.
- Strong organizational skills and attention to detail.
- Ability to work evenings and weekends in a fast-paced environment.
- Experience using Zoom in a teaching, training, or technical support capacity is considered an asset.

Appointment Details:

- Position Type: Existing
- Location: Remote
- Length of Appointment: Ongoing
- Hours: Up to 13.5 hours per week
- Hourly Rate: $20.00 +4% vacation pay

Employment Equity and Accessibility Statement:

The University invites applications from all qualified individuals. Queen's is strongly committed to employment equity, diversity and inclusion in the workplace and encourages applications from Black, racialized/visible minority and Indigenous people, women, persons with disabilities, and 2SLGBTQ+ persons. All qualified candidates are encouraged to apply.

In accordance with Canadian immigration requirements, Canadian citizens and permanent residents of Canada will be given priority, including any qualified individuals who have a valid legal work status in Canada.

The University will provide support in its recruitment processes to applicants with disabilities, including accommodation that takes into account an applicant's accessibility needs. Candidates requiring accommodation during the application process are asked to contact Diana Turner-Oke, Human Resources and Staffing Officer at hr.law@queensu.ca.

Application Procedure:

A complete application package includes a cover letter, resume, and the names and contact details of two referees who may be contacted. Interested candidates are invited to submit their complete application package by the deadline via Interfolio at the following link:

https://apply.ca1.interfolio.com/124183

As part of the application process at Queen's University, our recruitment process uses Artificial Intelligence (AI), as defined under the Ontario *Employment Standards Act*, to ask job-related questions and assess suitability for hire. All final hiring decisions are made using non-AI related processes.