



IT Support Technician

POSITION OVERVIEW:

This position is responsible for various facets of IT including, the stable operation of the Corporation's computer software systems and network connections, installing, configuring, maintaining and supporting all network software and communication links. This position reports to the Manager of Communications and Stakeholder Relations.

RESPONSIBILITIES:

Hardware and Software

- Plan, acquire and coordinate installation of in-house and remote hardware and software across the organization's network.
- Set up and ensure the effectiveness of initial systems implementation, ongoing systems modification and enhancements, regular performance monitoring and tuning, disaster preparedness and operating system upgrades, and advising of potential problem areas.
- Monitor and maintain computer equipment inventories and ensures completion of maintenance tasks, including the implementation of a scheduled maintenance program.
- Set up and maintain user e-mail accounts, when requested by customers.
- Provide troubleshooting resolution and updating/upgrading of software.
- Oversee the ongoing cybersecurity awareness training platform, and ensures appropriate software and firewalls are in place.
- Maintain a list of cellphone inventory and orders new equipment as necessary with our providers.
- Maintain the surveillance system and intercom system
- Liaise with external suppliers for the repair of equipment under warranty or maintenance contract.
- Provide troubleshooting resolution and updating/upgrading of hardware for staff and assist with and provide support/troubleshooting for server hardware.
- Monitor cameras at each of the properties and ensure all necessary maintenance is completed.

Network Management

- Check the network backup daily for maintenance customers.
- Set up, maintain and remove user network accounts where appropriate.
- Carry out routine network maintenance tasks.
- Recommends and maintains policies and procedures pertaining to network implementation, operation, security, support and training.

QUALIFICATIONS/EXPERIENCE:

Education

- Diploma or degree from a post-secondary computer program majoring in computer science.
- Microsoft Certification and/or A+ certification.
- Three to five years in network operations and applications as well as investigation, installation, repair and upgrade of equipment, software and networks required.

Skills

- Demonstrated organization, communication, interpersonal and technical skills.
- Ability to work independently with limited supervision, but also effectively as an influencer and active team member.
- Knowledge of Exchange 2010, Windows Server 2003 and 2008, BackOffice and MS Office required.
- Valid class 5 driver's license and abstract acceptable to Employer.
- Demonstrate practical knowledge and problem-solving strategies.
- Keep abreast of new developments in software and hardware.

SALARY:

\$43.90 per hour

We appreciate the interest of all applicants; however, only those selected for an interview will be contacted.

WORKING CONDITIONS:

- Normal office conditions and regular hours of work
- Evenings and weekends as required
- Regular lifting of work stations and terminals.