



## IT Support Technician

### POSITION OVERVIEW:

This position is responsible for various facets of IT, including the stable operation of the Corporation's computer software and hardware systems and network connections, installing, configuring, maintaining, and supporting all network software and communication links, building surveillance and intercom systems. 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.
- Provide end user support and training for all software used by staff and management across the organization, including liaison with cloud software providers to troubleshoot issues.
- Monitor and maintain computer equipment inventories and ensure completion of maintenance tasks, including the implementation of a scheduled maintenance program.
- Set up and maintain user e-mail accounts, as required
- 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, troubleshooting to resolve issues and including cabling where required.
- Maintain and troubleshoot
- Liaise with external suppliers for the repair of equipment under warranty or maintenance contract.
- Provide troubleshooting resolution and updating/upgrading of hardware for staff.
- Monitor cameras at each of the properties and ensure all necessary maintenance is completed.
- Maintenance of VOIP phone system including updates required to call routing, etc.
- Set up, maintain, and remove user accounts where appropriate for all cloud-based software systems.
- Carry out routine network maintenance tasks.
- Recommends and maintains policies and procedures pertaining to network implementation, operation, security, support, and training.
- Other duties as required.

## **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 Microsoft Office 365 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.

## **WORKING CONDITIONS:**

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

## **SALARY:**

**\$43.90 per hour \*\***

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

\*\*Cost of Living Allowance of \$480 bi-weekly included in rate of pay and is based on full-time hours worked.