



***Peel Children's Aid is a progressive child welfare agency serving children and their families throughout the diverse communities of the region of Peel.***

At Peel CAS, our mission is to protect children and strengthen families & communities through partnership. We are currently seeking the following professional to join our team:

## **System Support Technician**

**11 Month Contract**

Provides direct operational and technical support to users of the Society's office automation system including hardware maintenance and minor repair, software installations, user training and support for software, personal computers and computer peripherals and local/wide area network administration and operations. It also provides technical support to internal customers via telephone, e-mail, in person, and through a web based ticketing solution.

### **PRINCIPLE RESPONSIBILITIES**

1. Ensures that the Society's inventory of laptops, desktops, mobile devices and peripheral equipment is maintained.
2. Maintain, administer, and upgrade the agency's workstation based hardware and software systems.
3. Create and *deploy* Windows images for desktops and laptops leveraging hardware and software deployment tools.
4. Provide first level support for technologies implemented at the agency. This includes solutions like Phone System, Office 365, Domain, SharePoint, Collaborating tools, Desktop Computing Security, Print Management, Data Projectors, Remote Access, Network Access and other Peel CAS enterprise solutions.
5. Provide first level support for Child Protection Information Network (CPIN) Application.
6. Provide support and actively participate in IT processes related to Staff orientation, onboarding, off boarding etc.
7. Maintain and administer the helpdesk ticketing system.
8. Provide support for Building Security and Access Card systems.
9. Responsible for technical documentation and knowledge transfer. Provide training to the team as needed
10. Act as backup for other IT staff and assist in supporting the IT infrastructure as required.

### **QUALIFICATIONS**

- Diploma in computer operations and technical support from a community college or private learning institution or equivalent educational qualifications.
- At least 1 year of IT helpdesk support experience.



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#### **REQUIRED KNOWLEDGE AND SKILLS**

- Proficient in all recent variants of Microsoft Windows Operating Systems. Experience using Microsoft Windows Server and SharePoint will be an asset.
- Demonstrated experience in Microsoft Office, Outlook, InfoPath, Adobe, VPN client, helpdesk ticketing software, commonly used desktop and mobile apps, imaging and deployment tools, end point protection solutions etc.
- Fundamental understanding of local area networking and Phone/Communication systems.
- Experience installing, testing, patching and troubleshooting data cables. Cutting & crimping and cable management experience an asset.
- Ability to install, configure and troubleshoot mobile devices.
- Experience in analyzing and evaluating situations and issues, recognizing problems, anticipating consequences and developing and presenting appropriate courses of action.
- Good oral communication, time management and organizational skills.
- A valid Ontario Driver's license and own transportation
- The ability to move heavy equipment (Up to 25 lbs)

#### **HOURS OF WORK:**

- 9am-5pm, Monday to Friday.
- This position may be required to work during evenings and/or weekends. Attend meetings and training as required. Stay current with technology, changes and updates. Identify additional training and education required in order to meet changing technical environment and to support current technologies and strategic initiatives. Other duties as assigned by Manager.

**HOURLY RATE:** \$27.49 - \$34.00

If you care deeply about the welfare of children and want to work in a dynamic and challenging environment, we'd like to hear from you.

**Please submit your resume via email quoting "PCAS18-064" on the subject line to:**  
[resumes@peelcas.org](mailto:resumes@peelcas.org) **by July 2, 2018**



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We thank all candidates for their interest however only those considered for an interview will be contacted.

*Peel Children's Aid is an equal opportunity employer. Should you require accommodation during the recruitment and selection process, please inform human resources so that we can ensure your equal participation in this process*

Please visit our website at [www.peelcas.org](http://www.peelcas.org)