



Information Technology Administrator

Jewish Family & Child is a multi-service, client-centered agency, family service, and a Children's Aid Society supporting the healthy development of individuals, children, and families; we are seeking an **Information Technology (IT) Administrator** to maintain and support user account information and IT requests as well as install, diagnose, repair, and maintaining Agency IT infrastructures.

RESPONSIBILITIES:

Information Technology – Network, Servers, etc.

- ❖ Performs the installation and life cycle maintenance of Servers, LAN network connectivity equipment and other IT assets.
- ❖ Executes complex server hardware and software troubleshooting, patches and reinstallations according to established procedures.
- ❖ Provides technical support for system data backup and recovery.
- ❖ Supports and maintains user account information including access rights, security and systems groups.
- ❖ Assists in purchasing of IT equipment, software and services in accordance with established procedures and guidelines.

Information Technology – PC Printers, AV Equipment, Phone Systems, etc.

- ❖ Installs, diagnoses, repairs, and maintains IT infrastructure at all Agency locations including PCs/laptops, printers, AV equipment, MFPs, phone systems, etc.
- ❖ Performs the installation and life cycle maintenance of PCs and other IT assets.
- ❖ Executes PC and desktop software troubleshooting, patches and installations according to established procedures.
- ❖ Assists all add/remove/change requests pertaining to staff moves and assignments.
- ❖ Works directly with users in order to understand and identify problems and support users through the step-by-step processes to solve problems.
- ❖ Assists in purchasing of PCs and desktop software in accordance with established policies and guidelines.

IT Administration Team Support & Other

- ❖ Works directly with external partners to maintain and support multiple platforms including site connectivity, MFPs, telephony.
- ❖ Supports Agency projects relating to the Agency's operations and security solutions including evaluating system potential by testing compatibility of new programs with existing programs.
- ❖ Utilizes internal help desk software to resolve and track service tickets in a timely manner.
- ❖ Other duties as required

QUALIFICATIONS:

- ❖ Post-secondary degree or diploma in Computer Science or equivalent with a background in system administration, database administration, systems support, or a related field.
- ❖ Have a minimum of three (3) years' experience in end user and system implementation and support.
- ❖ Microsoft Associate/ Administrator certification such as: Microsoft MTA: Certification Microsoft Technology Associate (Networking Fundamentals, Security Fundamentals, Windows Operating System Fundamentals), Microsoft MOS: Microsoft Office 2016 Master Specialist, Microsoft MCSA: Windows Server 2012/2016
- ❖ Certification or equivalent knowledge and hands on experience with current version Microsoft Windows Server OS, SQL, Exchange, Active Directory
- ❖ Solid working knowledge of HP, Dell, Lenovo hardware including servers, laptops and desktops.
- ❖ Solid working knowledge of phone systems and MFPs.
- ❖ IT certification such as A+ is an asset.
- ❖ Experience with process improvement, software maintenance and software testing.
- ❖ Experience writing user instructions and other documentation.
- ❖ A valid Ontario driver's license and access to a vehicle.

If you are interested in applying for this position, please visit <https://www.jfandcs.com/career-opportunities> submit your résumé and cover letter. This position will remain active until it is filled.

JF&CS is conveniently located at 4600 Bathurst Street in Toronto. On the premises you will find free parking, a daycare centre and a gym (with subsidized membership).

Jewish Family & Child is committed to the principle of equal opportunity employment. Accommodations during all phases of the hire process will be made wherever possible. Please advise us if any accommodations are required.

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

To learn more about Jewish Family & Child, please visit: www.jfandcs.com | www.facebook.com/jfandcs

