



Native Child and Family Services of Toronto

Native Child and Family Services of Toronto is an Aboriginal, community controlled multi-service agency. Our mission is to provide support, ensure safety and enhance the quality of life for Aboriginal families, children, and youth within the greater Toronto area. Our agency works within a holistic framework, which builds on individual and family strengths, and engages clients as partners in identifying issues and their solutions.

Help Desk Technician 2 Positions Available

Classification:	Contract Full-Time (1 Year)	Salary:	\$ 46,631-\$ 72,251
Hours:	35 hrs/wk.	Location:	30 College St.

NCFST is committed to staffing a workforce representative of the Aboriginal population we serve. We encourage First Nations, Metis and Inuit applicants to apply and to please self-identify in their cover letter.

Position Summary

Reporting to the Manager, Information Technology, the Help Desk Technician will:

- Field incoming requests to the Help Desk via e-mail and the phone to ensure courteous, timely and effective resolution.
- Document all end user identification information.
- Record, track and document the help desk request problem-solving process.
- Document resolutions and analyze trends for ways to prevent future problems.
- Build rapport and elicit problem details from help desk customers.
- Prioritize and schedule problems.
- Escalate problems (when necessary) to the appropriately team member.
- Apply/Use diagnostic utilities to aid in troubleshooting.
- Access software updates, drivers, knowledge bases and FAQ resources on the Internet/Intranet to aid in problem resolution.
- Identify and learn appropriate software and hardware used and supported by the organization.
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Install anti-virus software and ensure virus definitions are up-to-date.
- Perform preventative maintenance, including the checking and cleaning of workstations, printers etc.
- Test fixes to ensure problems have been adequately resolved.
- Perform post-resolution follow-ups to help requests.
- Develop help sheets and FAQ lists for end users.
- Assist in software releases and roll-outs and communication to the end users.
- Alert management to emerging trends in incidents.
- Manage the agency's pool of cell phones, laptops and other mobile devices.
- Onboard/off-board employees in terms of network, email, and app accounts.
- Other duties as assigned.

Qualifications

- College diploma/University degree or 3 years equivalent work experience.
- A+ Certification.
- Alternatively, a combination of education and experience will be considered.
- A willingness to obtain and, consequently, pass a Vulnerable Sector Police Record Check.
- Extensive application support experience with Microsoft Office Suite of Applications.
- Knowledge of basic computer hardware.
- Experience with Microsoft desktop and server operating systems.
- Working knowledge of a range of diagnostic utilities.
- Exceptional written and oral communication skills, and strong documentation skills.
- Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills.
- Exceptional customer service orientation and ability to present ideas in user-friendly language.
- Experiential knowledge of Aboriginal culture in an urban environment.
- Ability to conduct research into a wide range of computing issues as required.
- Proven analytical and problem-solving abilities.
- Ability to absorb and retain information quickly.
- Highly self-motivated and directed.
- Keen attention to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Demonstrated understanding, and commitment to, integrating the NCFST's Mission and values in to practice, service and relationships.

- Demonstrated understanding of workplace health and safety practices and understanding of an employee's responsibility under current legislation.
 - Ability to work effectively with all levels of staff, to maintain effective communication and working relationships, demonstrating strong interpersonal skills, tact, sensitivity and build strong internal relationships.
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If you are interested in this job opportunity, please apply by clicking [APPLY HERE](#) on or before **February 5, 2021**

We are committed to providing a barrier-free work environment in accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. As such, NCFST will make accommodations available to applicants with disabilities upon request during the recruitment process.

We thank you for your interest, however, only those applicants selected for an interview will be contacted.