

Employment Opportunity

Systems Support Technician Management Information Services

1155 Yonge Street, Toronto, ON M4T 1W2

Regular Full Time (35 hours per week)

Posting # 2017-19

Overview:

The Management Information Services department with the Archdiocese of Toronto is seeking a full time Systems Support Technician who will perform front-line help-desk support fielding calls from client departments, remote offices and parishes to the MIS department. The successful candidate will report to the M.I.S. Manager.

Responsibilities:

- Provide technical support to all users for desktop and notebook PC's, peripherals, network printers, and desktop applications.
- Provide Help-Desk support for currently supported software programs. Provide technical assistance to other MIS first-line support staff.
- Review status of desktop issues with the MIS Manager. Provide weekly status report and escalate any persistent or systemic problems and technical issues to the MIS Manager.
- Install new PC's and reconfigure existing PC's according to specifications.
- Work with vendors to resolve quality problems and technical issues.
- Set up users' network and email accounts on the network server.
- Assist Chancery users with projects requiring advanced technical knowledge and perform department specific application upgrades.
- Maintain anti-virus software on all desktop PC's and advise users of any serious virus threats.
- Support of iPhone, Android and Blackberry devices.
- Other specific server-related IT projects as assigned by the MIS Manager.

General Requirements:

- Two years of college education or equivalent.
- One to three years' experience with PC hardware and Operating System software.
- Excellent troubleshooting and problem solving skills.
- Superior customer service skills both in person and on the phone.
- An ability to maintain composure in stressful situations.
- Good organizational skills and attention to detail.
- Good communications skills, both verbal and written.

- Experience with deployment and maintenance of a Microsoft networks.
- Experience deploying server hardware and Storage Area Networks.
- Experience with MS Windows and MS Office as well as the ability to quickly learn new computer programs.
- Experience with Antivirus Protection.
- Experience working with support vendors.
- A criminal background check will be required of the successful applicant.

Those wishing to be considered should submit their resume and cover letter in MS Word or PDF format, noting position number **2017-19** to: hr@archtoronto.org. Deadline for receipt of applications is **November 29, 2017**. We thank all applicants, however, only those selected for an interview will be contacted.

In compliance with the Accessibility for Ontarians with Disabilities Act (AODA), the Archdiocese of Toronto provides reasonable accommodations to individuals with disabilities. If contacted for an interview, applicants should make any accommodation needs known at that time.