



## **IT Support Administration Permanent | Full-Time**

### **What we do and why we do it:**

The IT Team at The Alex works hands-on to support the essential IT services for each Alex program. The team strives to deliver a comprehensive, solution driven approach to The Alex IT needs, thereby supporting the delivery of innovative and accessible health, housing, and social solutions.

Our IT Support reports to the Information Systems Manager and is integral to the operations and efficiencies of The Alex. This role is responsible for providing technical and network problem resolution to end-users at different Alex locations and other remote clinics. The technical support provided includes, but is not limited to, resolving username and password problems, uninstalling/reinstalling software applications, verifying proper hardware and software set up, virus removal, assisting with desktop applications, troubleshooting email and network issues, and troubleshooting remote access, as well as mobile devices. Support will be provided by clearly communicating technical solutions in a user-friendly, professional manner. This is a permanent full-time position.

### **What you will do:**

- Setup desktop and laptop computers using Microsoft Windows Operating system
- Install, configure and support printers, scanners, mobile phones and other computing devices
- Prioritize and respond to desk side & remote support requests (calls/emails)
- Perform troubleshooting through diagnostic techniques and pertinent questions
- Assist monitoring and maintaining network in optimal condition
- Assist documenting network, servers, desktops, laptops, printers and other computing devices
- Follow policies and procedures for computer systems operations
- Ensure that internal service level agreements objectives are met
- Support with the orientation and training sessions for the staff of various departments
- Assist on the rollout of new equipment, software and IT related projects
- Serve as Subject Matter Expert for desktop applications
- Assist with data collection and entry as directed
- Other related duties as required

**What you bring:**

- Diploma in IT, Computer Science, or a related field required
- 2 years of experience as a help desk technician or other IT customer support role preferred
- A class 5 non-GDL drivers license, clean drivers abstract, and personal vehicle with \$2 million in liability coverage is required
- A satisfactory vulnerable sector clearance and child welfare intervention check is required
- Skilled at explaining problems and solutions clearly to non-technical users in a professional and courteous manner
- Ability to work well in a team environment and independently
- Demonstrated ability to work well under pressure and multi-task while prioritizing needs
- Tech savvy with working knowledge of computer systems, mobile devices, and other tech products
- Server Systems is considered a plus (Windows Server 2012/2019, Active Directory, Microsoft 365, Exchange Online, Terminal Servers, Hyper-V, Veeam Backup)
- Proven interpersonal skills
- Strong organizational skills
- Excellent verbal and written communication skills
- Strong analytical and problem-solving skills
- Computer troubleshooting experience
- Ability to lift equipment weighing up to 50 lbs
- Networking fundamentals is considered a plus (computer hardware and software, switches, routers, firewalls, wireless, VPN)
- Knowledge of the United Nations Declaration on the Rights of Indigenous People (UNDRIP) and the Truth and Reconciliation Commissions (TRC) 94 Calls to Action is an asset

**Working Environment:**

- All sites
- Hours of Work 8:30 – 4:30; may include some overtime, including weekends
- Primarily based in the main building but requires occasional driving to other Alex sites as part of work duties
- Continuous extended periods of sitting and/or standing and walking
- Occasional climbing and carrying 50lbs objects up/down stairwells
- This position involves occasional physical action, and requires the ability to bend/crouch, reach above shoulder height, kneel/crawl, and carry objects (up to 50lbs) continuously throughout the shift



**Driving on Behalf of The Alex:**

This position is required to use your own vehicle for work-related use or drive Alex vehicles for work purposes. Where required, candidates must show proof of a class 5 non-GDL driver's license, a personal vehicle, a clean 5-year drivers abstract, and \$2 million liability insurance to meet our insurance providers requirements.

**How to apply:**

If you're as passionate as we are about making a difference in people's lives, please visit our Career Centre at [Jobs at The Alex | The Alex](#).

*This posting will remain active until a suitable candidate is found. We thank all applicants for their interest, however, only those selected for an interview will be contacted.*

For further information about The Alex and its programs, we encourage you to visit our website at [www.thealex.ca](http://www.thealex.ca)