



External Job Posting

Title: Technical Analyst II

Reports To: Senior Manager, IT

Location: Toronto

Organization:

ACCES Employment is a leader in connecting qualified jobseekers from diverse backgrounds with employers across the Greater Toronto Area (GTA), Ontario and Canada. ACCES helps more than 40,000 job seekers each year at seven locations in the GTA. As a charitable not-for-profit organization, ACCES provides job search services that connect newcomers, jobseekers, youth, women and refugees to jobs that reflect their skills and experience. We provide over 30 customized job search programs that meet the unique needs of our jobseekers. Our vision is to achieve a fully inclusive labour force that reflects the diversity, skills and experience of Canada's population.

We are looking for skilled talent who thrive in a flexible and innovative environment. ACCES offers an excellent benefits package, a RRSP matching program, and an Employee & Family Assistance Program.

Scope:

As part of the IT technical support team, the Technical Analyst II works with support ACCES users in understanding various business requirements and translating them into smart technology solutions; implementing new, highly customized systems and processes, **audit and improve security posture**, resolving support incidents where possible or escalating to 3rd party support when required; providing system data in various formats to ACCES and 3rd party users; developing documentation and delivering training for end users; testing new system releases and assisting in system and process upgrades; ensures that integration between systems is maintained and developed to fullest potential.

The Technical Analyst II demonstrates initiative and self-awareness, as individual and team work orientation are essential qualities for this position. This role works with a variety of people from various program areas who require an understanding of how technology can help them improve lives. As an incumbent, this position interacts with multiple people day to day and helps them overcome their technical challenges.

Duties & Responsibilities:

- Communicate, facilitate “helpdesk” support for all information technology related queries and problems including hardware and software related issues and provide a high level of service responsive to user needs; troubleshoots problems with network, user, hardware and/or software and selects and implements appropriate action; provides instruction to staff when new acquisitions, upgrades or changes are made.
- Provide after office hours emergency support on a rotation basis.
- Provide administration support for servers, databases, and related infrastructure and equipment.

- Ensure availability of services as well as managing upgrades, patches, virus protection, network access and account management.
- Assist in the implementation of new infrastructure projects by providing technical expertise and support to IT team members and fellow colleagues.
- Ensure data and security related to corporate data including backup, recovery, formulation of disaster recovery plans, periodic testing, verification and confirming controls are in place and effective.
- Ensure ongoing systems integrity and security related to virus protection, network access, network stability, email, internet access and stakeholder sensitivity.
- Ensure IT policies and procedures documentation including operations procedures, database procedures, IT infrastructure hardware asset inventory, and security policies are documented and remain up-to-date and readily accessible to relevant staff.
- Ensure that the team is aware of changes, and procedures on how to manage those changes.

Skills and Qualifications:

- A computer science or related degree preferred
- A minimum of 5 years' experience supporting corporate wide IT infrastructure systems and services
- Minimum technical certification MCSA; MCSE preferred
- Requires knowledge and understanding of the following technologies:
 - o Server Applications including MS SQL, SharePoint, Office 365 suite (Azure AD, Intune, Identity/Endpoint Security), Patch Management, Terminal Services, VMWare
 - o Windows Operating Systems: Server 2012, 2016, 2019, Windows 8.1, 10
 - o Server Administration/Technologies (physical and cloud) including: Active Directory (AD), DNS, DHCP
 - o Network Technologies/Protocols/Security including Ethernet, TCP/IP, IPSEC, 802.11g/n, wireless, cabling, Cloud (SaaS, IaaS)
- Backup systems, local and cloud
- Endpoint Security
- Incident and Asset Management software: Freshservice
- Project management and ability to think, plan, execute and relay information to team members is required.
- Well-developed interpersonal, and relationship building skills; ability to establish rapport and excellent communication with members, staff and volunteers
- Excellent written communication skills
- Commitment to working in a socially inclusive environment responding with sensitivity and personal awareness to the diverse needs of members including visible and non-visible dimensions of diversity
- Highly organized with strong follow-up skills
- Ability to use frequent light to medium physical effort; lifting up to 40 lbs and to stand/sit for long periods of time
- On-call availability to support business systems, database, Web and Internet services, on a scheduled rotation
- Valid Ontario driver's license and access to a car
- Flexibility regarding work hours, including evenings and weekends



We are currently on a hybrid work schedule, working in the office and from home. This hybrid work schedule is subject to change based on business requirements.

***Please Note:** ACCES remains committed to its employees and to providing a safe workplace. As of October 1, 2021, candidates for employment are required to be fully vaccinated against COVID-19 and successful candidates must agree to obtain any additional vaccinations that may be required. Proof of such vaccination will be required. We will make accommodation for qualifying medical or religious exemptions. Employees who are not fully vaccinated due to a valid medical exemption must provide written proof from an allergist/immunologist/cardiologist.*

Job Application Instructions:

Interested persons should send their resume with a covering letter to:

ACCES Employment Hiring Committee

By Email: hr@acesemployment.ca

Candidates should state the position of interest in the subject of the email.

Please Note:

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

Candidates who are contacted may be requested to complete a screening video interview using Spark Hire.

This position will be posted until it is filled. We will be reviewing resumes as they are submitted.

ACCES Employment is committed to equity, diversity, and inclusion in our workplace and in our recruitment processes. We encourage applications from members of all racialized groups, gender identities and sexual orientations, Indigenous persons and, persons with disabilities.

Accessibility and Accommodation: ACCES Employment is also committed to developing inclusive, barrier-free selection processes and work environments. Please advise our HR representative or hiring manager of any accommodation measures that are required. Information received relating to accommodation measures will be addressed confidentially.