acces

Title: Technical Analyst – Level 1

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 performs assignments related to the implementation, operation and support of the IT infrastructure systems; is responsible for providing technical support to end user requests by identifying, prioritizing, tracking and providing resolution to user's infrastructure problems; is responsible for the setup, installation, and configuration of hardware and software for new locations as well as managing moves, adds and changes to existing locations.

Duties & Responsibilities:

- 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.
- Provides 24/7 emergency support on a rotation basis.
- Assists in the implementation of new infrastructure projects by providing technical expertise and support to IT team members.
- Other duties as assigned.

Skills and Qualifications:

- A computer science or related degree preferred
- A minimum of two (2) years experience supporting corporate wide IT infrastructure systems and services

- Minimum technical certification MCP; MCITP: Enterprise Desktop Administrator
- ITIL v3 Foundations certification is preferred
- Requires knowledge and understanding of the following technologies:
  - Server Applications including MS SQL 2012 and 2016, Microsoft Office 365 Cloud based email, O365 Security Suite, Azure AD, VMWare ESXi
  - Windows Operating Systems: Windows Server 2012 - 2019, Windows 7 & 10 Server Administration/Technologies including: Active Directory (AD), DNS, DHCP
  - Network Technologies/Protocols/Security including Ethernet, TCP/IP, IPSEC, 802.11g/n, wireless, and cabling, Backup,
  - Incident Management software - Fresh Service
- Highly organized with strong follow-up skills
- On-call availability to support business systems, database, web and internet services, on a scheduled rotation
- Ability to use frequent light to medium physical effort; lifting up to 40 lbs and to stand/sit for long periods of time
- Ability to work in an efficient manner independently and as part of a team
- Well-developed interpersonal, and relationship building skills; ability to establish rapport and excellent communication with members, staff and volunteers
- Excellent written communication skills
- 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@accesemployment.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.