



The Children's Aid Society
OF HAMILTON

La Société d'aide à l'enfance
DE HAMILTON

Serving Hamilton's children and families since 1894.

Au service des enfants et des familles de Hamilton depuis 1894.

EMPLOYMENT OPPORTUNITY

The Children's Aid Society of Hamilton was established in 1894 as a not-for-profit charitable organization, mandated under the *Child, Youth and Family Services Act* of Ontario, focusing on the well-being and protection of children. The Society is committed to the strengthening of families, while valuing diversity and promoting equity.

We are dedicated to building a workforce that reflects the diversity of the community in which we live and serve. The Society encourages applicants from all qualified individuals.

We are currently seeking a skilled and committed individual to join our team as a:

TECHNICAL SUPPORT SPECIALIST

Unionized position
Permanent Full Time
\$53,657 – \$62,772

Reporting directly to the Director, Information Systems, the Technical Support Specialist installs, maintains, tests, and repairs systems and networks. Utilizing intermediate technical knowledge, the Technical Support Specialist implements and supports IT initiatives and provides technical support and resolution for problems of a moderately complex nature.

Major Responsibilities:

- Performs moderately advanced technological systems support, maintenance, and testing for proper upkeep of systems; may troubleshoot and resolve moderately complex system hardware, software, and network failures and conflicts.
- Provides more in-depth technical support by providing a tier 2 level escalation point for the Systems Support Technicians, for resolution.
- Quickly and promptly analyzes an issue and takes the proper steps to resolve it, or elevate it to the proper resource for resolution
- Conducts research to aid in troubleshooting and issue resolution.
- Troubleshoots and maintains the Office365 environment.
- Provides Tier 2 level support to end users in an Office365 and Azure environment.
- Provides Tier 2 SharePoint support including document and site management.
- Implements client hardware and software standards, documentation, and I.T. policies.
- Creates and documents internal processes and procedures; follows existing processes and guidelines for routine tasks.

Key Qualifications:

- Three-year Bachelor's Degree in computer science, I.T., Engineering, or Technology or an equivalent combination of education and experience.
- Minimum three (3) years' experience in an Enterprise Service Desk environment.
- Expert level knowledge of Windows 10 in an Enterprise environment.
- In-depth knowledge of all Microsoft Office products (Microsoft Teams, Office 365 services etc.).
- Experience with Enterprise antivirus and threat detection systems.
- Experience with Enterprise password management and password policy management.
- Knowledge of Anti-Phishing campaign management and assessment tools.
- Experience with basic networking principles and protocols such as DNS, DHCP, TCP/IP, Ethernet.
- Strong analytics and problem-solving skills.
- Excellent interpersonal skills.

The Children's Aid Society of Hamilton is dedicated to a culture of inclusiveness and diversity reflecting our diverse service recipients, staff, and community alike. We are committed to providing barrier-free and accessible employment practices.

All employees of the Society are expected to demonstrate respect, empathy, and accountability to the children and families we serve and each other.

Interested applicants should submit a current resume to careers@hamiltoncas.com or by **or** Fax: (905) 522-1089, clearly indicating the Job Posting Number (**File #053**) by December 7, 2020.

Applicants that may require accommodation due to disability during the selection process must notify Human Resources when contacted for an interview.