INFORMATION TECHNOLOGY ADMINISTRATOR

The Ontario English Catholic Teachers' Association, representing 45,000 teachers in Ontario's publicly funded Catholic schools, invites applications for the position of Information Technology Administrator (level IV).

We are looking for an initiative-taking professional who will be responsible for providing comprehensive end-user and networking support. As a core member of the IT Helpdesk, the role is responsible for the successful setup and maintenance of hardware, software tools and solutions, network and internet technical services, and more. The role will provide an opportunity to participate in new IT initiatives, collaborating closely with employees throughout our Association.

As our ideal candidate you enjoy helping others and understand the importance of providing exceptional customer service. The successful candidate will be meticulous, an effective communicator and adept at handling sensitive information and files while prioritizing privacy and confidentiality. The role requires the flexibility and ability to manage multiple priorities and tasks simultaneously. Strong judgment and adherence to procedures, combined with excellent time management skills, will contribute to the success of this role.

Responsibilities

- Collaborating with your colleagues in the IT department, you will help provide exceptional customer service to all staff/users regarding technological issues, primarily via remote calls, e-mail and in-person as well as assisting in the following areas:
- Ensure thorough documentation of issues and resolutions.
- Maintain, troubleshoot, repair and administer local area networks (LANs), wide area networks (WANs), mainframe networks, computer workstations, connections to the Internet and peripheral equipment.
- Manage and maintain both on-premises, and various cloud-based infrastructure, ensuring high availability, reliability, and security.
- Administering and maintaining both physical and virtualized systems on a variety of platforms including Unix/Linux, Windows, and Apple OS/X
- Administer servers, networks, storage systems, and other IT infrastructure components.
- Deploy, configure, and upgrade hardware, software, and operating systems across various platforms.
- Monitor system performance, troubleshoot issues, and perform root cause analysis to identify and resolve problems.
- Implement and maintain backup, disaster recovery, and business continuity plans.
- Provides 2nd & 3rd level technical support as required by logging, tracking, and resolving issues.
- Execute configuration changes, patching/upgrading and day-to-day administration/ monitoring of applicable domain technologies.
- Investigate and troubleshoot network connectivity issues.
- Analyze network connectivity events, assessing risk and impact and report findings.
- Provide fundamental IT training to staff and deliver robust support to both onsite and remote users.
- Assist in procurement and research of hardware upgrades.
- Execute other duties as assigned.

Qualifications

- Successful completion of a diploma in Computer Technology or related field from a recognized post-secondary institution or technical institution.
- Five (5) years related experience.
- Advanced knowledge of LAN/WAN/VPN technologies, network protocols, and computer and network security protocols.
- Knowledge of Windows 11, MacOS, Office 365, Cvent, TeamViewer, Adobe Acrobat and Cisco Networking Software, and Watchguard XTM Pro Firewall.
- Knowledge of networking concepts and protocols, CCNA or equivalent is an asset.
- Excellent communication and interpersonal skills, with the ability to work collaboratively with internal and external users.
- Ability to maintain strict confidentiality when handling sensitive information.
- Demonstrated ability to make independent decisions using sound judgement.
- Strong analytical and organizational abilities with mindfulness.

This is a Senior Support Staff position under the COPE collective agreement. Starting salary begins at $82,057 and increases with experience to a maximum of approximately $88,568 after 18 months, as per the terms of the collective agreement. Employee's are enrolled in the Ontario Municipal Employees' Retirement System (OMERS) defined benefits pension plan, and employer paid health, dental, and life insurance, where eligible.

The successful candidates should be prepared to become involved in additional professional growth programs in consultation with the Director of Information Technology and Manager of Human Resources.

Qualified candidates are required to submit a résumé electronically to the attention of Cindy Robidoux, Manager of Executive Administration and Human Resources, via email to hr@catholicteachers.ca

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SELF-IDENTIFICATION

The Ontario English Catholic Teachers' Association is committed to employment equity and is actively seeking to ensure a representative workforce. Applicants with lived experience as an Indigenous person or a member of an equity-deserving group are encouraged to self-identify in their covering letter.

1. Do you self-identify as First Nations, Métis, and/or Inuit?
2. Do you self-identify as a member of a Black community or racialized community?
3. Do you self-identify as a person living with a disability?
4. Do you self-identify as a woman, man or as gender diverse?
5. Do you self-identify as 2SLGBTQIA+ (Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual)?

In accordance with the *Accessibility for Ontarians with Disabilities Act* and all other applicable legislation, The Ontario English Catholic Teachers' Association is pleased to accommodate individual needs for applicants with disabilities within the recruitment process. Please let us know if you require an accommodation to ensure your equal participation in the recruitment and selection process.

We appreciate the interest of all applicants, however, only those selected for an interview will be contacted.