



Internal/External Job Posting

Regular Full Time Non Union Position

IT Support Specialist

Grand River Conservation Authority (GRCA) has an international reputation for excellence in managing the natural resources of the largest inland river system in southern Ontario. Encompassing approximately 6,800 square kilometres, the Grand River watershed has a population of almost one million people in 39 municipalities and two First Nations. Designated as a Canadian Heritage River, the Grand River and its major tributaries boast many outstanding human heritage features and excellent recreational opportunities. The GRCA is committed to environmental protection by delivering services that ensure the well-being of the environment and its inhabitants

General Accountabilities

The IT Support Specialist reports to the IT Architect/Supervisor IT Operations and is responsible for end user IT support, telecommunications support and supports the GRCA's desktop client computing environment.

The successful candidate will be highly organized, and proficient at prioritizing competing deadlines. The candidate will demonstrate problem-solving skills and exercise professional judgement. This position would be well suited to an individual who is customer focused, enjoys working with a team and is enthusiastic about continuous learning.

Specific Accountabilities IT Service Desk

1. Act as the lead and primary contact for the IT service desk for the whole of the organization. This may necessitate dealing with confidential information related to Human Resources and finance.
2. Support Office 365 suite of tools including the use of Teams for meetings and Teams phone system.
3. Provide feedback to management on issues that are service affecting.
4. Assist and coach users on the use of corporate software packages, technologies, and policies. This will include orientating new staff when required.
5. Provide support for conferencing equipment in meeting rooms including how-to guides, PC updates, and ensuring equipment (screens and conferencing bars/cameras) are functional for meetings.
6. Assist with PC and notebook deployments and configurations when needed.

Telecommunications Administration

1. Procure, implement, administer, and maintain the organizations smartphones, MOBI iPhone management software, and peripheral equipment.

2. Facilitate repairs, inventory, e-waste, and user configurations, for mobile devices.

Equipment Acquisitions (Orders)

1. Research and obtain quotes for software and hardware, including PCs, notebooks, mobile phones, and printers.
2. Facilitate purchase order entry for IT equipment purchases in accordance with GRCA purchasing policies.
3. Manage IT inventory making sure movable and fixed assets are properly tagged and recorded and up to date for reporting purposes.
4. Liaise with various hardware and software vendors.

PC Endpoint Security

1. Assist with PC endpoint threat protection software (McAfee Endpoint Security) installations and management using ePolicy Orchestrator.

User Accounts and Messaging Administration

1. Establish AD/AAD user accounts and Exchange user & resource mailbox accounts where required.
2. Configure Outlook user profiles for PCs and mobile phones for connectivity to Exchange.

Printing Administration

1. Administer and maintain printer queues.
2. Look after printer issues, installation of maintenance kits, and coordinating repairs.
3. Install corporate network or standalone printer drivers on PCs and notebooks.
4. Support corporate Canon copiers and HP plotters, arranging service calls, and user access where required.

Software Administration

1. Ensure full license compliance for all software on desktop PCs and notebooks.
2. Utilize SCCM to manage software installations and maintain software inventory.
3. Manage WSUS to ensure patches and updates on all desktop PCs and notebooks.
4. Install general and specialized software on PCs and notebooks where required.

Business Development

1. Participate in the sharing of ideas, transfer of knowledge and aiding other technical staff where possible.
2. Work with other information technology professionals and senior staff in the analysis and evaluation of current business processes and formulation of alternative solutions.
3. Participate in the development and maintenance of the GRCA's Information Technology strategic plan
4. Assist with the budgeting process identifying desktop and software requirements and updating the PC asset chargeback database when required.

Technical Requirements

1. Post secondary training in computer systems or related discipline, recognized by a degree or technical diploma. A CompTIA A+ designation is desired.
2. Three to six years experience providing service desk support to end users in a networked PC environment running Office 365, Teams, Windows 10, Adobe Acrobat, Remote Desktop, Microsoft Edge, etc.
3. One to three years managing corporate iPhones and mobility management software.
4. One to three years experience supporting PC and notebook infrastructure including software installations and patch management. Experience supporting video conferencing equipment.
5. Firm understanding of networking concepts and TCP/IP. Experience with network printing and network file storage best practices. Understanding of network PC deployment strategies and standardization practices.
6. Well-developed problem solving, interpersonal and communication skills. The ability to set, adjust and prioritize workload as appropriate.

Other Requirements

1. Ability to lift and move around computer equipment such as monitors, printers, and computers.
2. Travel to GRCA offices and locations in the Grand River Watershed for the purposes of providing desktop support or assisting with hardware and software installations.

Competencies and Abilities Professional Judgement

Demonstrated ability in the area of critical thinking, analysis and assessment of implications, making connections of underlying issues and ownership of the outcome. Sound judgement resulting in fair, efficient and effective decision-making, bringing clarity and resolution to ambiguous situations, and discretion in dealing with confidential information.

Integrity/Ethics

The willingness to hold oneself and others accountable for acting in ways that are consistent with stated values, principles and professional standards. Ability to exercise good judgment, maintain integrity and respect confidentiality at all times.

Goal/Action Oriented

The ability to work in a team or independently with limited supervision and maintain a high level of self-direction, work productivity, quality, and professionalism. Effective problem solving and collaboration skills. Seizes opportunities; takes initiative and is self-motivated. Organizes work, plans activities and sets priorities in a manner that meets competing needs and timely resolution of matters. The ability to work under pressure and handle multiple tasks simultaneously with changing priorities.

Team Work

Interacts with people effectively. Able and willing to share and receive information. Proven ability to communicate information clearly and professionally to both internal and external groups. The ability to gather facts and pertinent information to gain an

understanding before drawing conclusions or taking action. Demonstrated ability to collaborate and communicate effectively with peers, vendors, customers, and staff.

Customer Focus

Dedicated to meeting the expectations and requirements of internal and external customers. Develops and maintains effective relationships and ensures good communications with stakeholders. Must possess strong customer service skills and the ability to respond to inquiries with knowledge, tact and enthusiasm. Keeps abreast of the latest developments in new technologies to assess their possible application (and/or ensure their successful implementation) within the work place.

Deadline for Applications: 4:00pm, February 1, 2023

Approximate Start Date: March 2023

The annual salary range for this position is Job Level F \$62,970 to \$76,613 /35 hours per week

The GRCA strives to provide a collaborative and respectful work environment. We value the health and well being of our employees and prioritizes Health and Safety in our workplace. We offer a comprehensive benefits package including health, dental, vision care, life and disability insurance; Participation in the OMERS defined benefit pension plan, with generous employer-matching and a pass for free entry into GRCA conservation areas.

To Apply: Please send a resume and covering letter to careers@grandriver.ca in MS Word or PDF format and quote "IT Support Specialist" in the subject line.

We thank you for your interest, however only candidates under consideration will be contacted.

GRCA is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments. If you require any accessibility accommodations at any point during the application and hiring process, please contact us. Any information received relating to accommodation will be addressed confidentially.

Personal information collected in relation to the recruitment process is collected under the authority outlined in the Municipal Freedom of Information and Protection of Privacy Act and used solely to determine eligibility for employment with the Grand River Conservation Authority.