



## Job Posting

Child Development Resource Connection Peel engages, connects, and empowers the community through information, resources, learning opportunities and services that promote quality family life.

**Job Title:** Information and Technology Support

**Reports To:** Business Management Officer

**Term:** 14-21 hours per week until March 31<sup>st</sup> 2024

**Salary:** \$20-\$22 per hour

### Qualifications & Skills:

- Enrollment or completion of a University/College Degree/ Diploma in a related area of study or equivalent experience
- Relevant work experience in an IT support or IT help desk capacity
- Driver's license (G/G2) and access to a vehicle
- Ability to problem solve and determine problem escalation
- Ability to address issues in a timely and concise manner
- Ability to work independently and in a team

### Job Responsibilities:

- Actively monitors and analyzes user requests, evaluates and applies solutions.
- Troubleshoots any IT technical issues and resolves them in a courteous, professional, and timely manner in person or via email, telephone and/or other electronic medium.
- Completes setup and configuration of company laptops and desktops and troubleshooting of these devices as well.
- Maintains accurate IT asset inventory and assists in acquisition, deployment, support, and retiring of IT assets based on established IT life cycle management.
- Administers computer networks and related computing environments including servers, routers, switches, storage arrays, virtual hosts / hypervisors, the Wide Area Network (WAN), and the Local Area Network (LAN).
- Installs, patches, and upgrades hardware and software
- Maintains user profiles ensuring password policies and other system policies are enforced.
- Assists with new IT projects by investigating options and making recommendation as to what systems, hardware, and software changes are appropriate for the enterprise including and not limited to desktops, laptops, cellphones, printers, and area/department specific software.
- Trains and enhances user knowledge regarding computer software and hardware.

### Applications:

A resume and covering letter referencing the job title should be directed to:

**Name:** Nadine Paul, Business Management Officer

**E-mail:** [nadine@cdrpc.com](mailto:nadine@cdrpc.com)

*No phone calls please. We thank all applicants for their interest however we may contact only those candidates selected for interview.*

To learn more about CDRCP please visit [www.cdrpc.com](http://www.cdrpc.com). CDRCP is committed to ensuring that employment decisions are made equitably, and that employment barriers are eliminated in accordance with the Human Rights Code and the Accessibility for Ontarians with Disabilities Act. Employment decisions are made based on experience, skills, attributes and qualifications. Candidates that require accommodation during the application process are encouraged to contact the Hiring Manager at CDRCP.

