

Employment Opportunity

IT Support Technician Civic Theatres Toronto Toronto, Canada

Civic Theatres Toronto has two positions available (one Full-time and one Part-time) in its Information Technology department for enthusiastic, resourceful team-players who thrive in a fast paced environment.

Reporting to the Information Technology Manager, the IT Support Technician(s) will be responsible for the setup, maintenance and integrity of all computer workstations across the organization and will be a point of contact for IT related requests. The Information Technology Department is a dynamic, fast-paced environment which provides services over the phone, through e-mail, online and in-person. The IT Support Technician(s) will carry out their work using their own initiative, which will require frequent reactive and proactive communication with staff members in order to provide quality computer workstations.

ACTIVITIES AND RESPONSIBILITIES

- Primary role includes the setup, installation and maintenance of computer workstations, IP telephones, softphones, peripherals, email, and mobile devices related to the IT infrastructure and in accordance with department standards
- Identify and resolve technical problems with in-house and 3rd party software applications, networked computer systems and devices when required
- Identify and present potential changes and system improvements for consideration and implementation
- Communicate effectively with technical and non-technical colleagues at all levels in the organization
- Build upon an established quality level of service ensuring all requests and incidents are handled efficiently and professionally
- Assist with administrative tasks and purchase orders

General

- Act as a representative for the Information Technology Department
- Contribute to department and organization with special projects as assigned
- Perform other duties as assigned by the Information Technology Manager

JOB SPECIFICATIONS

- College or University degree in Information Technology or related
- A recognized qualification in IT or Computer Science
- In-depth knowledge of Microsoft Windows 7 and Active Directory
- Knowledge of Networking fundamentals, TCP/IP, DHCP, DNS
- Knowledge of Microsoft Office Suite productivity applications
- 2 years minimum in helpdesk, desktop support or administration

- Experience providing technical service over the phone, email or in person with the ability to communicate effectively and in a professional manner
- To be a highly motivated team player with the skills and ability to manage changing priorities sometimes without supervision

WORKING CONDITIONS

- Flexibility in hours and schedules and includes work on nights and weekends as required
- Lack of natural light in workplace
- Occasional objectionable odours in workplace
- Travel between CTT venues as required

THE ORGANIZATION:

In 2015, Toronto's City Council approved the consolidation of the governance and operations of the St. Lawrence Centre for the Arts, The Sony Centre for the Performing Arts, and Toronto Centre for the Arts into one new organization under the direction of a City appointed board called Civic Theatres Toronto.

The mandate of Civic Theatres Toronto is to provide quality performance and event facilities and to promote its contribution to the artistic, cultural and social vitality of Toronto and its communities. The Board of Directors of Civic Theatres Toronto is responsible for overseeing the business affairs of the three venues.

HOW TO APPLY:

Interested applicants should email a cover letter and resume for confidential consideration to jobpostings@sonycentre.ca. Please include "IT Support Technician – Full-time" or "IT Support Technician – Part-time" in the subject line.

No phone calls please.

Civic Theatres Toronto thanks all applicants in advance. Only those candidates selected for an interview will be contacted.

CTT is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environment in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). The Human Resources department will work with applicants requesting accommodation at any stage of the hiring process.

Date Posted: February 28, 2018

Application Deadline: March 14, 2018

Start Date: ASAP

Interviews with qualified candidate(s) will commence immediately and continue until the position(s) are filled.