



---

## HELP DESK SUPPORT / JUNIOR SYSTEMS ADMINISTRATOR

Under the authority of the *Professional Engineers Act*, Professional Engineers Ontario (PEO) governs over 87,500 licence and certificate holders and regulates professional engineering in Ontario. PEO's mission is to regulate and advance the practice of engineering to protect the public interest. Its vision is to be the trusted leader in professional self-regulation.

PEO has an immediate opening for **Help Desk Support / Junior Systems Administrator** on a regular full-time basis. This position will support the administration of PEO's computers, software, and records as well as implement and administer PEO's server environments, telephony and projects as assigned.

This role will also provide a point of contact for end users to receive support and maintenance within the organization's desktop computing environment. This includes installing, diagnosing, repairing, maintaining and upgrading all PC hardware and equipment to ensure optimal workstation performance. The position is responsible for troubleshooting problem areas (in person, by telephone or via email) in a timely and accurate fashion and providing end-user assistance where required.

### **Major responsibilities:**

- Perform onsite analysis, diagnosis and resolution of complex desktop problems for end users, and recommend and implement corrective solutions, including offsite repair for remote users as needed.
- Install, configure, test, maintain, monitor and troubleshoot end-user workstations and related hardware and software to deliver required desktop service levels.
- Receive and respond to incoming calls, and/or emails regarding desktop problems.
- Answer to and perform staff moves, adds and change requests submitted by managers.
- Being primary IT contact responsible for new-hire IT orientation.
- Deploy monthly security updates to all computer systems (servers and workstations).
- Assist in preparing, maintaining and upholding procedures for logging, reporting and statistically monitoring desktop operations.
- Maintain an inventory of all monitors, keyboards, computers and equipment.
- Accurately document instances of equipment or component failure, repair, installation and removal.
- Liaise with third-party support and PC equipment vendors.
- Manage and maintain PEO's IT ticketing system and reallocate service requests to appropriate team members through the ticketing system.
- Conduct research on desktop products in support of procurement and development efforts.
- Assist Senior Systems Administrator with project tasks as assigned.

### **Skills and competences**

Technical skills:

- Windows Servers and Windows PC environment
- Active Directory
- Intrusion detection software/hardware



- 
- Networking administration including Active Directory, group policy, protocols and Wi-Fi
  - Microsoft Office application suite
  - Administrative knowledge of: Microsoft SharePoint, MS SQL Server and Microsoft Exchange
  - Working knowledge of Linux and Mitel Phone System is an asset

The successful candidate will demonstrate effective interpersonal and relationship-building skills and present ideas/solutions in user-friendly language. The successful candidate will also have an ability to effectively prioritize and execute tasks in a high-pressure environment, maintaining a high degree of analytical and problem-solving abilities, a keen attention to detail and excellent communication skills.

The incumbent must also possess a degree in computer science or engineering from a recognized institution, or a related diploma with exceptional experience along with two to four years in of computer hardware and software support and systems administration.

Qualified professionals are invited to submit, without delay, their cover letter, stating salary expectations, and resume in confidence by **January 25, 2019** to:

Professional Engineers Ontario  
Attention: People Development  
40 Sheppard Avenue West, Suite 101, Toronto, Ontario, M2N 6K9  
Email: [peopledevelopment@peo.on.ca](mailto:peopledevelopment@peo.on.ca)

*We thank all applicants in advance for your interest in our organization  
and advise that only those candidates selected.*