



Are you looking for a rewarding and exciting opportunity to make a difference with a great organization? Look no further.

Overview

As we move through a period of exciting organizational change, Professional Engineers Ontario (PEO) has an immediate opening for a Help Desk Support position on a contract basis.

Under the authority of the *Professional Engineers Act*, PEO licenses and governs over 91,500 licence and certificate holders and regulates the practice of professional engineering in Ontario. PEO's mission is to regulate and advance the practice of engineering to protect the public interest. With a talented, multi-disciplinary staff of over 100, PEO's vision is to be a trusted leader in professional self-regulation.

Position Summary

The position incumbent will support the administration of PEO's computers, software and records as well as implement and administer projects as assigned. They will also serve as a technical resource in systems administration for all operating systems.

This role also provides 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 successful candidate will also troubleshoot problem areas (online, in person, by telephone, or via e-mail) in a timely and accurate fashion and provide end-user assistance where required.

Responsibilities

- Proactively monitor ticketing system to ensure timely resolution of all issues, and assign and escalate as necessary.
- Conduct research on desktop products in support of procurement and development efforts. Evaluate and recommend products for purchase.
- Perform online and 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.
- Perform staff onboarding and offboarding process.
- Receive and respond to incoming calls, and/or e-mails regarding desktop/application problems.
- Answer to and perform staff moves, adds and change requests as they are submitted by managers.
- Test and deploy monthly security updates to all computer systems as well as hardware firmware and software updates.
- Assist in preparing, maintaining, and upholding procedures for logging, reporting, and statistically monitoring desktop operations.



- Maintain an inventory of all monitors, keyboards, computers, software licences and other equipment.
- Accurately document environment changes, 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
- Support and troubleshoot mobile devices (iPhones / iPads)
- First level support for in-house AV system

Specialized Skills and Knowledge

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 MiCollab/Mitel Phone System is an asset

Skills and qualifications include:

- Post-secondary education in computer science or engineering from a recognized institution, or a related diploma with a minimum of four years exceptional experience in computer hardware and software support and systems administration.
- Excellent interpersonal and relationship-building skills.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Strong analytical and problem-solving abilities along with a keen attention to detail.
- Excellent communication skills with ability to present ideas/solutions in user-friendly language.

Please forward your application to: peocareers@peo.on.ca

Deadline to apply is March 12, 2021.

PEO values diversity and is an equal opportunity employer. PEO is committed to providing employment accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act.

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