



LEAD CHANGE AND MAKE AN IMPACT IN CANADA'S BIGGEST CITY



The Toronto Port Authority, doing business as PortsToronto, operates the Billy Bishop Toronto City Airport, the Port of Toronto and the Outer Harbour Marina. We are proud to be partners in securing Toronto's economic prosperity and enhancing its beautiful waterfront for all to enjoy.

If you are looking for a great career and a chance to make an impact, PortsToronto has the following exciting opportunity awaiting you:

IT SUPPORT TECHNICIAN

Toronto, ON

The IT Support Technician provides First level user support and maintenance of computer software, hardware and mobile devices, including networking, server systems, backup systems and security systems; as well as processes licenses and security badges.

The position works within a Windows system environment, Windows applications and various custom applications.

MAJOR RESPONSIBILITIES:

User Support

- Respond to users with computer problems; analyze and resolve problems within a Windows Environment, including network cabling, wireless WAN and Virtual Private Network.
- Provide user support on Microsoft Office programs and other custom programs.

System Maintenance and Security

- Maintain and install computer hardware and software.
- Computer and appliance hardware and install new software.
- Maintain the security of the technology environment including password and program access control.
- Run, schedule and maintain the backup systems; including cataloging weekly backup tapes.
- Maintain inventory control and inventory record keeping.
- Assist senior IT staff with user needs analysis.

License and Security Badges

- Operate security system controls and maintain the security database
- Analyze security pass requests and generate security pass photo ID cards.
- Process Harbour User licenses for recreational boat users.

SKILLS & QUALIFICATIONS

- Post-secondary education with a Certificate or Diploma in Computer Science or equivalent.
- Minimum 2 years direct experience in general network, computer, mobile devices and software trouble shooting and supporting end-users.
- Strong understanding of Windows operating systems, networking and programs is required.
- Strong Customer Service orientation, with excellent communication skills and patience
- Must possess a high level of professionalism and be able to interact at all levels in a positive and competent manner.
- Highly organized, possess sound judgment and the ability to effectively solve problem and/or escalate accordingly.
- Resourceful self-starter, able to work independently and within a team environment
- Able to multi-task, manage and meet deadlines and adapt easily to change.

SPECIAL CONDITIONS:

- **Work schedule is 11:30 a.m. to 7:30 p.m. Monday to Friday**
- Ability to work evenings, weekends and/or holidays, sometimes with little advanced notice is required.
- This role supports all of PortsToronto's business units. Some travel is required; therefore, a valid driver's license and reliable vehicle are assets.

Closing Date: June 17, 2018

We offer a challenging and rewarding place to work, and provide our employees with a positive work environment.

Interested and qualified candidates are invited to e-mail a resume along with a covering letter outlining how your experience supports our position requirements to: careers@portstoronto.com

In the Subject line, please quote: **IT TECHNICIAN**

We thank all applicants for their interest. However, only applicants selected for an interview will be contacted.
PortsToronto is an equal opportunity employer.

To learn more about the Toronto Port Authority operating as PortsToronto and the exciting work we are doing to be a city-builder and transform Toronto's waterfront go to www.portstoronto.com