



## JOB POSTING

**Job Title:** IT Helpdesk Technician (Tier 2)  
**Position Level:** Level 5  
**Salary Range:** \$41,632.50 – 55,950.60  
**Status:** Regular Full-Time (37.5hrs/ week)  
**Job Location:** Mothercraft, IT Department – 646 St. Clair Ave. West Toronto

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*Since 1931 Mothercraft has been a leader in supporting healthy child development, working with our many community partners to meet the changing needs of families. We are committed to excellence, continually testing new concepts and ideas related to healthy child development. We are known for our ability to translate these critical research learning into everything we do – from our high quality child care and enrichment programs, to our services for children and families with special needs, and specialized training programs for child care providers and other professionals. Mothercraft values diversity and strives to create an environment that is welcoming and inclusive.*

### **Program Description:**

IT department provides technical support, management, consultation, and procurement services for Mothercraft's IT resources, networks and digital information. Mothercraft's helpdesk is a single-point of contact for all technology support requirements for the organization.

### **Position Description:**

The IT Helpdesk Technician (Tier2) is responsible for providing technical support to internal clients (Mothercraft staff, students, volunteers), full cycle IT ticket resolution, preventative maintenance tasks and assisting in continuous improvement processes. The position is responsible for all support and maintenance functions related to network resources, computer systems, peripherals, software, print management; mobile devices, audio-visual equipment, phone systems, learning technologies, local and remote access. This position will liaise effectively with third-party partners and vendors. Emphasis is placed on high level customer service, effective communication and teamwork to achieve the goals of the department.

### **Qualifications:**

- Computer science degree/diploma required. Industry certifications are assets. (A+, MTA, MCSA)
- Three (3+) years' experience in an IT service desk environment, with strong desk side experience;
- Extensive desktop operating systems experience (Windows 7 and Win 10);
- Experience with Active Directory, BES and Exchange user and computer objects
- Advanced experience with Microsoft Office 2013/16.
- Strong critical thinking, communication and problem solving skills

### **Other/knowledge skills:**

Knowledge of network infrastructure and networking protocols (including TCP/IP, DNS, DHCP, VPN); Knowledge of: MS Server 2008/12/16; VMWare; virtual desktop technologies; anti-virus, malware and encryption applications; back up and DR protocols; mobile technologies; O365; ticketing systems; exceptional customer service skills; and strong communication skills.

Qualified individuals are invited to submit their application by **October 20, 2017**. Applicants must quote the following in the subject line: **"IT Helpdesk Technician (Tier 2)"**.

HR Department  
FAX: 416-920-8883  
EMAIL: [careers@mothercraft.org](mailto:careers@mothercraft.org)

**We are not able to respond to telephone inquiries regarding this posting.**

We thank all applicants for their interest. Only short listed candidates will be contacted.

*As part of our ongoing commitment to the Accessibility for Ontarians with Disabilities Act, Mothercraft will provide assistance to applicants who request accommodation throughout the recruitment process.*