

## IT Support Analyst



Phone :  
Web :

### Job Summary

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Vacancy :  
Deadline : Oct 19, 2024  
Published : Sep 19, 2024  
Employment Status : Fixed Term Contract  
Experience : Any  
Salary :  
Gender : Any  
Career Level : Any  
Qualification :

## Job Description

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**Salary: \$52,714 - \$64,135**

**Program: ICT**

**Status: Full Time Contract, 12 Months (Hybrid)**

**Hours: 36.25 hours/ week**

**Date Posted: September 18, 2024**

**Posting Close: October 2, 2024**

### **About Surrey Place**

Surrey Place is a not-for-profit organization that helps people of all ages with autism, developmental and sensory-related concerns push the boundaries of what's possible to achieve new victories. We offer integrated services and inclusive support in a safe and welcoming environment. Our approach is family-based, which centers the interests and care of our clients, families and caregivers by teaching them skills. We strive to ensure the greatest access to services and support our clients in navigating the health care system. Surrey Place helps people learn new skills, gain self-confidence and reach their full potential.☒

### **Main Responsibilities:**

- Provide technical support (Level 1) by addressing requests assigned through Service Desk tickets, phone calls, walk-in clients, or emails.
- Troubleshoot network, computer and software systems as required.
- Develop and update all documentation related to Service Desk tasks, including process, how-to and self-help documentation.
- Hardware diagnostic and repair; escalate requests to third parties when necessary.
- Provide staff guidance and assistance with technological problems while ensuring security, privacy and IT policies are followed.
- Maintain the imaging and deployment of hardware, ensuring computers meet security and privacy policies.
- Update and upgrade images as needed within imaging systems.
- Process the onboarding and offboarding of employees.
- Order and maintain IT hardware inventory (laptops, desktops, tablets, monitors, cell phones)
- Ensure assets are updated in the asset management system.
- Ensure service level agreement targets are met and client satisfaction with service desk interactions are positive.
- Other tasks as assigned by the Director, Information and Communication Technology.

### **Qualifications:**

- Bachelor's degree/college diploma in Information Technology or a related field OR equivalent professional experience.
- 3 years of direct experience in providing technical support, IT project involvement in a team environment.
- Demonstrated experience working in a client facing position within an ITIL context.
- Proven experience with managing Mobile Device Management Technology.
- Prior experience working with IT Management platforms such as Connectwise, Automate and Jira Service Desk.
- Strong experience in managing and maintaining Microsoft Office 365 tenants and other products (Teams, SharePoint, Exchange).
- Experience in maintaining images in MDT/SCCM.
- Previous experience supporting and deploying VOIP and/or SIP phone systems.
- Experience with Windows 10 Enterprise.
- Experience working effectively in a fast-paced setting with multiple customer priorities.
- Ability to work independently and manage time effectively.
- Strong analytical and troubleshooting skills with ability to communicate with all levels of the organization effectively and professionally.
- Demonstrated high customer service orientation, and the capability to manage and prioritize customer expectations.
- Must be able to lift devices and boxes up to 40lbs and regular travel to our various sites throughout the Toronto area is required.
- The successful candidate must provide an acceptable Vulnerable Sector Screening, and proof of vaccination for Covid-19.

Surrey Place values the diverse and intersectional identities of its staff, clients and families and regards equity and neurodiversity as fundamental at all levels of our organization. We are seeking applicants who embrace our values of equity, diversity, inclusion and accessibility (EDIA). We encourage applications from candidates from equity seeking groups such as those from Indigenous, Black and from racialized communities, people with disabilities, women and 2SLGBTQ+.

[Apply for this job](#)

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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