CCA

Centre Canadien d'Architecture / Canadian Centre for Architecture

JOB DESCRIPTION

Job identification

Job title :   Technician, Information Technology
Division :   Administration
Supervisor :   Head, Information Technology
Status: Permanent, full time (35hrs/week)
Posting period: June 15 to July 2, 2018
Job entry: As soon as possible

Job summary

The incumbent has a proven expertise in Windows-and Mac OS based equipment. In addition to being able to work independently, the responsibilities of this job include providing staff members and researchers with a computer workstation, a telephone extension and computer resources that meet their functionality and performance needs. The incumbent is also responsible for providing these individuals with the support required for the appropriate use of their equipment and resources.

To meet the CCA's business goals, the incumbent will also be called upon to carry out activities related to network operations. In addition, he/she has to be able to independently lead projects relating to the user's computer fleet. The incumbent will provide relief and support to the information technology team, in terms of monitoring and solving single or complex network problems.

Key responsabilities

Management of computer equipment with Windows and Mac OS
- Manages and resolves, or delegates if needed, service requests
- Assigns, installs, and configures workstations (including specific needs for laptop computers and projectors) and physical resources shared according to the needs of each user and the standards of the institution
- Manages the accounts, the secured accesses and the directories shared by users
- Ensures user support (first- and second-level)
- Keeps equipment inventory as well as loan and equipment reservation registries up to date
- Modifies or develops, prepares, and holds training sessions for users about information technology needs
- Documents and continually improves the overall workstation installation and configuration procedures
- Proposes and participates in the implementation of new technological tools for users
- Proposes and implements improvements in the quality of user support

Management of network components
- Assists or replaces the network administrator in day-to-day activities during certain periods; manages the domain, print servers and files (Windows), as well as switches and other equipment
- Monitors the network component statistics, provides team members with this information and follows the necessary steps when issues occur

Management of the telephone system
- Assigns, installs and configures telephone extensions based on the needs of each user and the standards of the organization
- Ensures the proper functioning of the system, carries out preventative maintenance in collaboration with the network administrator and coordinates minor repairs with the external supplier
- Keeps the loan registry and the teleconference equipment registry up to date
- Proposes and participates in the implementation of improvements to the telephone system

Required qualifications and competencies

- Education: DEC in computer science (or equivalent)
- Number of years of relevant work experience: a minimum of 5 years
- Good knowledge of spoken and written French and English
- Demonstrated knowledge of the most recent versions of Microsoft products (Windows, Office, Visio and Windows Server), APPLE products; telephones, tablets and computer
- Knowledge of VBA macro language
- Knowledge of Active Directory and Exchange
- Knowledge of methodology for analyzing and resolving technical issues
- Knowledge of automatic Windows installation methods
- Has participated in a Windows / Office migration
- Knowledge of Microsoft MDT workstation imaging system an asset
- Ability to develop a basic Mac OS experience
- Experience in providing quality support to clients, either by telephone or in person
- Ability to communicate clearly and work in teams
- Some knowledge of Alcatel's OmniPCX telephone system (or similar system)
- Structured approach to work
- Ability to communicate effectively with all types of collaborators
- Great ability to adapt and communication during user contacts
- Autonomy, competence in planning and in managing priorities
- Occasional flexible schedule

Please submit your application by email (rh@cca.qc.ca) before July 2, 2018 to the attention of Human Resources of the Canadian Centre for Architecture located at 1920 Baile Street, Montreal (Quebec) H3H 2S6. Only successful applicants will be contacted. Please do not call. The CCA is an equal opportunity employer.

For all CCA current job opportunities, visit our website.