

COMPETITION: NB-23-0005
RE: IT SUPPORT TECHNICIAN
ONE-YEAR PAID INTERNSHIP
POSTED: November 3rd 2023
CLOSED: November 17th 2023

Community Living North Bay (CLNB) is adding an IT Support Technician (one-year paid internship) to our team. Reporting to the Manager – Information Technology Services, the successful candidate will be the first point of contact for user enquiries and troubleshooting. The IT Support Technician will be responsible for timely and effective resolutions to end-user productivity issues as they relate to IT-serviced devices and software. Role-specific tasks include:

- Resolve end-user IT issues, such as password reset, software questions, PC hardware problems, Internet connectivity, configurations, and so on.
- Provide one-on-one end-user support and problem resolution via telephone, e-mail, and other vehicles of communication.
- Perform in-person, on-site repairs of PC desktop hardware, printers, and other peripherals.
- Diagnose and resolve minor network issues (e.g. LAN (Local Area Network) access).
- Prioritize support requests according to severity.
- Compile, maintain, and file all repair records, reports, and other documents as required.

Requirements:

University or college graduate who has graduated within the last three years from an accredited college or university. The candidate must be a graduate of a post-secondary degree or diploma program. The position will be the first full-time employment in the candidate's field of study.

- University degree or college diploma in an information technology-related discipline
- Experience with Microsoft-based networking environments consisting of Microsoft Windows Server products and Active Directory.
- Experience with cloud SaaS (software as a service) services such as Microsoft365.
- Experience with computer operating systems and application software including Windows 10/11/Server/Office 2019 and later versions.
- Experience with computer hardware and network equipment including desktop and notebook computers as well as network switches and routers.
- Excellent interpersonal skills
- Access to a personal vehicle as travel within North Bay will be required
- Non-Criminal Reference Check

Hours of work: Monday – Friday 8:30 AM to 4:30 PM 37.5 hours per week

Salary: \$39,000 + 4% in lieu of vacation and 4.25% in lieu of benefits

SEND RESUME BY November 17th TO:

Community Living North Bay

741 Wallace Rd.

North Bay, ON P1B 1A9 or by email: Hrscheduling@clnb.org

We thank those who apply and advise that only those chosen for an interview will receive a reply.

Community Living North Bay is committed to creating a culture of equity, diversity and inclusion across our organization. Community Living North Bay offers accommodation for applicants with disabilities in its recruitment processes. Should you require accommodations we will work with you to meet your needs.

This opportunity is proudly supported by Northern Ontario Heritage Fund Corporation and is funded through the Workforce Development Program. Eligibility requirements of the program can be found here: <https://nohfc.ca/en/pages/programs/people-talent-program/workforce-development-stream>

