

July 8, 2022

Temporary Full-Time I.T. Support Person

Cupe Ontario Division is seeking a temporary full time I.T. support person.

If you have a deep sense of social justice, have experience or interest in the trade union movement, and are a critical thinker and self starter who works well as part of a team, loves campaigns and projects, and operates within an anti-racist, anti-oppression framework, then this opportunity is for you. CUPE Ontario is seeking an I.T. support person. If you enjoy using technology to problem solve, this position is for you.

Internal and External applicants are invited for the position by July 22, 2022 4:00pm (EST).

Cupe Ontario's mission is to advance the lives of 280,000 members all across Ontario, both at work and in their communities, by mounting campaigns for political mobilization, facilitating the coordination of collective bargaining, and fighting for social justice, equality, and against all forms of discrimination. As Ontario's largest public sector union, we have a deep commitment to strengthen and continue to build public services for the citizens of our province, and we see the fight against privatization as integral to all that we do. We work strongly in coalition with community groups and other unions to achieve our goals. As the political wing of Canada's largest union, political action and equity work are central to all aspects of our Action Plan which is developed and passed each year directly by the membership of our union.

Cupe Ontario is in the process of exciting growth and development, and we are looking for an individual with the skills, abilities, and stamina to fill the role of technology support staff person in our fast-paced office. Cupe Ontario is committed to building a strong and diverse organization that is reflective of our members and society at large.

Position Dates: August 2022 to December 2022, with the possibility of an extension.

SUMMARY OF DUTIES

Microsoft 365 Management

- Responsible for administering network infrastructure on Microsoft 365 to perform tasks related to Endpoint Manager (Intune), Exchange, SharePoint, Teams, Azure AD, as well as security and compliance management.
 - Some examples include adding users and groups, performing messages traces, assisting users with their Azure AD connected devices (e.g., laptops), purchasing and assigning licenses, updating security policies, writing simple PowerShell scripts, and end-user troubleshooting.

WordPress and website Management

- Responsible to manage WordPress based websites and other relevant website management related tasks.
- Responsible to manage web infrastructure using Cloudflare.

End-user Support

- Provide highly skilled, direct end user support in the operation of end-user software, laptops, and printers in a Windows 10 based environment.
- Have strong knowledge of Microsoft Office Suite, including Outlook, and the ability to help non-technically proficient users in its use.
- Assist and instruct staff to perform computer operations.
- Determine, order, and install appropriate hardware and software.

Servers

- Have the ability to maintain backup and disaster recovery, and have technical skills to work with Windows server, including assisting with permission protocols.
- Manage network firewall.

Phone Support

- Assist users with both cell phone and deskphone-related technical support questions.

Security

- Maintain network security.
- Responsible to ensure computer systems are secure and current.

Other

- Other duties as assigned.

QUALIFICATIONS

- Post-secondary education in Information Management, Information Systems or Computer Science, plus 5 years experience in network environment, or equivalent combination of education and experience.
- Suitable combination of education and experience in a network environment including experience in application support, systems analysis, design, implementation and maintenance; knowledge of data communications / networking and in the use of personal computer hardware / software / peripherals.
- Demonstrated project development and management skills.
- High degree of competency in Microsoft Office programs and PC operating systems.
- Ability to maintain a Windows Server 2012 R2 environment and a Virtual Private Network (VPN).
- Ability to maintain an Apache installation on web server running a Linux / Windows operating system.
- Strong working knowledge with markup languages such as HTML and CSS. Working knowledge of JavaScript and PHP programming languages would be an asset.
- Experience working with PostgreSQL would be an asset.
- Demonstrated experience with the development, management and maintenance of WordPress based websites.
- Working knowledge of the certification process for SSL certificates and connections;

- Experience with web layout, design and a variety of web related tools.
- Excellent problem-solving abilities.

COMMUNICATION / INTERPERSONAL SKILLS

- Have excellent interpersonal communications skills and can effectively communicate technical information to non-technically proficient users.
- Have sound interpersonal and political communication skills appropriate to providing a quality staff and member experience, including the ability to establish and cultivate respectful relationships with people from diverse backgrounds.
- Have the ability to develop and carry out plans with sound independent judgment and minimum supervision.
- Have a proven ability to learn new technologies very quickly.
- Proficiency in social media is a must.
- Have a strong problem solving ability.
- Bilingualism is an asset.

Start Date: August 2022

Weekly Salary: \$1,730.88.

Benefits, pension and conditions of employment are set out in the collective agreement between CUPE Ontario and COPE Local 343.

Hours of Work: The successful candidate must be available to work flexible hours including evenings and occasional weekends.

Please email your resume to jobs@cupe.on.ca with “I.T, Support” in the Subject Line. We also ask that if you identify as an individual from one of the equality seeking communities listed below that you highlight this information for us in your cover letter.

Cupe Ontario welcomes the contributions that individuals from equality seeking communities bring to our organization and invites Indigenous people; Black and racialized people; women; gays, lesbians, bisexuals, queer oriented people; transgender and transsexual persons; single parents; members of ethnic minorities; newcomers and/or refugees; people with disabilities; and people of all ages to apply.

We thank all interested applicants; however, only short-listed candidates will be contacted.

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