



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:

Toll Free Phone: (866) 225-9067

Toll Free Fax: (877) 825-7564

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# Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/14

## Technology Specialist (Computing & Projects)

|                    |   |                     |
|--------------------|---|---------------------|
| <b>Job ID</b>      | <b>379922-1-5010</b>  |                     |
| <b>Web Address</b> | <a href="https://careers.indigenous.link/viewjob?jobname=379922-1-5010">https://careers.indigenous.link/viewjob?jobname=379922-1-5010</a> |                     |
| <b>Company</b>     | Toronto Metropolitan University   |                     |
| <b>Location</b>    | Toronto, ON   |                     |
| <b>Date Posted</b> | From: 2024-03-19  | To: 2050-01-01      |
| <b>Job</b>         | Type: Full-time   | Category: Education |

### Description

#### About Toronto Metropolitan

At the intersection of mind and action, Toronto Metropolitan University (TMU) is on a transformative path to become Canada's leading comprehensive innovation university. Integral to this path is the placement of equity, diversity and inclusion as fundamental to our institutional culture. Our current academic plan outlines each as core values and we work to embed them in all that we do. TMU welcomes those who have demonstrated a commitment to upholding the values of equity, diversity, and inclusion and will assist us in realizing the benefits of embedding these values into the work at every level and in every unit of the university. In addition, to correct the conditions of disadvantage in employment in Canada and to bring lived experiences to the work, we encourage applications from members of equity deserving groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit Peoples in Canada, First Nations Peoples in the United States, racialized people, Black people, persons with disabilities, women, and 2SLGBTQ+ people. Preference will be given to candidates with lived experiences as people from equity deserving groups, as well as experience working with these communities with which the University works every day. Please note that all qualified candidates are encouraged to apply and we welcome newcomers and immigrants to Canada. In April 2022, the university announced its new name of Toronto Metropolitan University. Learn more about our next chapter. The Chang School The G. Raymond Chang School of Continuing Education is Canada's foremost provider of university-based adult education, facilitating access to the University's renowned, professionally relevant courses and programs. Since 1975, we have been delivering leading-edge workplace knowledge that empowers learners to reach their personal and professional goals. We have approximately 70,000 annual enrolments (in 1,500 courses, seminars, and workshops) in Arts; Business; Communication and Design; Community Services; Engineering, Architecture, and Science; Gateway for International Professionals; Programs for 50+; and Spanning the Gaps - Access to Post-Secondary Education. We also offer 86 career-related certificate programs and numerous course series, with 39 certificate programs that can be completed entirely at a distance. Our flexible, accessible programming is available on campus, via distance education, and off-site for employee groups at leading organizations. We especially welcome applications from individuals who self-identify as women, Black, Indigenous or a racialized person, who will be integral towards serving

our highly diverse student population. If you identify in one of the former groups, we encourage you to self-identify in your cover letter. This is truly an exciting time to join The Chang School as we embark on our strategic planning guided by the values of equity, diversity and inclusion and with a firm belief that diversity is our strength. We are building a culture of recognizing and celebrating diversity and welcome you to join us.

The successful candidate will work in a hybrid work environment (combining in-person/on-campus and remote work).

## The Opportunity

The Technology Specialist is a key part of the IT Operations team at the Chang School, responsible for managing cloud technologies, such as Azure Virtual Desktop and Azure labs, administering software licenses, and providing technical support to staff and students. The successful candidate will:

- Update and support Software, Hardware, Platforms, Cloud Services to assist in the efficient operation of the student computer labs; and ensure clients' issues and requests are resolved and addressed in an efficient and timely manner.
- Take a lead role on projects and coordinate the implementation activities, to oversee and provide in-person and remote support and advice on the localized use of technology services (hardware and software) and network and security administration; including the installation, maintenance, troubleshooting, and training users on new systems.

**Responsibilities** Under the direction of the Manager, IT Operations,

- Creating, maintaining, and managing Azure Virtual Desktop (formerly called Windows Virtual Desktop) and Azure labs as need for all the courses taught at the Chang School each term
- Collaborating with administrators and instructors to determine the requirements for virtual machines and virtual labs for students.
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- Provides IT technical support to students and staff at the Chang School
- Assist in set up of new computers for staff, including joining computers to the domain
- Managing the student labs both virtual and physical and liaising with other TMU IT Teams as required
- Assisting with any upgrades or changes to current technology requirements for Student facing programs that leverage Chang School labs
- Working with vendors to find out license information for software required by students
- Coordinates, Assists, or Lead projects, as required, from the initial stages of research and analysis through to implementation of those projects and initiatives for the Chang School.
- Other duties as assigned

## Qualifications

- Successful completion of a post-secondary degree in a technology-focused field with specialized training in current technology, including cloud computing, data and information technology management and a minimum of 3 years of relevant experience in providing technical client service

support in the following areas are required:

- Supporting end users, coordinating and implementing technology projects, providing help desk support, including hardware and software (demonstrated knowledge and application with current technologies including Google Cloud Platform, Azure Windows VM, Azure Lab Services, and Adobe Licensing Portal).
  - Experience in coordinating project initiatives, including but not limited to rolling out upgrades, new software, systems etc
  - Experience in troubleshooting and repairing hardware and software.
  - Technical documentation experience.
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- An equivalent combination of education and experience may be considered
  - Strong knowledge of system design concepts and processes.
  - Strong analytical, critical thinking and problem solving skills.
  - Solid oral and written communication skills in order to deliver the appropriate training and support, including documentation and user guides to instructors and students in the use of educational technologies.
  - Strong interpersonal relationship skills to advise internal users, work well with other internal IT teams, and to develop an understanding of their specific needs and to ensure timeliness of solutions.
  - Strong problem-solving and analytical and research skills to recommend new technology solutions.
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- A commitment to client service to faculty, staff and students.
  - Knowledge of developing and evaluating web-based applications.
  - Knowledge of security and privacy best practices.
  - Strong organizational and time management skills.
  - An ability to work independently and also as an effective team member
  - Experience with CRM systems is a plus.

#### Additional Information

Position Number(s) 20003695

Reports To Manager, IT Operations

Department Chang School

Vacancy Type Term

Employee Group OPSEU

Work Location Hybrid (In-person and off campus/remote)

Start Date ASAP

End Date April 15, 2025

Hours of Work 36.25

Grade 12

Salary Scale 75,992.38 - 96,264.89

Hiring Salary Range 75,992.38 - 83,038.94

TA Specialist Laurie Shemavonian

Posting Date March 18, 2024

Application Close Date March 30, 2024

#### Additional Notes

- Qualified OPSEU candidates will be considered before members of other employee groups.
- Applicants who do not meet the required qualifications may, at the discretion of the University, may be considered on an underfill basis.
- We encourage all First Nations, Metis and Inuit peoples or Indigenous peoples of North America, to self-identify in their applications and also reach out to Tracey King, Aboriginal HR Consultant for support during the selection process.
- As part of the selection process, candidates may be required to complete an occupational assessment as the first step in our selection process before a zoom interview is granted. Please note, the selection process could go up to a 2-stage interview process.
- Applications will only be accepted online through TMU's career site.
- Please watch a message from TMU's Vice President, Equity and Community Inclusion for more information on our commitment to equity.
- As part of the selection process, candidates may be required to complete an occupational assessment. Applications will only be accepted online through Toronto Metropolitan University's career site.
- Toronto Metropolitan University is committed to the principles of the Accessibility for Ontarians with Disabilities Act (AODA), and aims to ensure that independence, dignity, integration and equality of opportunity are embedded in all aspects of the university culture.
- We will provide an accessible experience for applicants, students, employees, and members of the Toronto Metropolitan University community. We are committed to providing an inclusive and barrier-free work environment, beginning with the recruitment process. If you have restrictions that need to be accommodated to fully participate in any phase of the recruitment process, please submit your request through the AskHR webform. All information received in relation to accommodation will be kept confidential.

For more information, visit Toronto Metropolitan University for Technology Specialist (Computing & Projects)