



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.Link's 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:
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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/18

Technical Support Specialist - Catalyst & Cyber Range

Job ID	380479-1-8785	
Web Address	https://careers.indigenous.link/viewjob?jobname=380479-1-8785	
Company	Toronto Metropolitan University	
Location	Toronto, ON	
Date Posted	From: 2024-04-24	To: 2050-01-01
Job	Type: Part-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 team

Rogers Cybersecure Catalyst

Rogers Cybersecure Catalyst (Catalyst) empowers individuals and organizations to seize the opportunities and tackle the challenges of cybersecurity. Together with our partners and collaborators, we work to realize a vision of healthy democracies and thriving societies, powered by safe and secure digital technologies.

Through our groundbreaking training and certification programs; unique commercial acceleration programs for cybersecurity start-ups and scale-ups; first-of-its-kind cyber range; wide-ranging public education programs; and influential policy interventions, the Catalyst helps drive Canada's global competitiveness in cybersecurity.

The Catalyst is a not-for-profit corporation owned and operated by Toronto Metropolitan University and based in Brampton, ON. Hybrid work schedule with expectations of minimum of weekly days (2) in the Brampton offices.

The Opportunity

Rogers Cybersecure Catalyst (Catalyst) is looking for a Technical Support Specialist to join the team. As a Technical Support Specialist, you will provide timely and effective technical consultation, advice, assistance, guidance and support to the Rogers Cybersecure Catalyst and the Catalyst Cyber Range in the selection, acquisition, deployment and use of computer technology, and the administration of the Cyber Range activities. Other responsibilities will include:

- Provide technical support, assistance, advice and troubleshooting to Catalyst department staff regarding the use of existing and new departmental hardware/software/City Hall/1 Nelson Rogers networks/related systems and resolve issues related to existing or new systems by working closely with internal departments and the Catalyst's network provider.
- Set up and maintain on-going backup systems and disaster recovery procedures for the department.
- Monitor the Meraki network usage/performance/security/capacity, investigate hardware/software issues, develop solutions, create reports and update/improve documentation related to the network.
- Assist the Director, Cyber Range and Corporate Training in analyzing current hardware, software and systems operations in order to develop plans to improve the use of technology in achieving departmental goals, including establishing and implementing technical standards for the department.
- Assist the Director in developing specifications and costing for the selection of computer application tools (hardware, software and services) necessary to meet identified objectives and conduct appropriate testing to determine suitability of purchasing recommendations.
- Provide technical support for the cyber range classroom including workstations, servers and network and support the administration of virtual machines and scenarios for cyber range workshops.
- Coordinate acquisition, installation and configuration of computer hardware, software and networking and maintain systems documentation (i.e. checklist for installation of computers, set up and orientation of new users, logs of system problems).
- Manage network accounts and network access as required, and provide orientation/instruction to users concerning departmental systems and applications.
- Develop, maintain and track inventories of hardware, software, user passwords and other systems data while establishing and maintaining tracking systems for software updates, patches, and licensing agreements and coordinating equipment repairs.
- Provide work direction to students who are hired to assist with technical support.
- Assist in the research, design and maintenance of the Catalyst network, including the development and production of reports.

Qualifications

To help us learn more about you, please provide a cover letter and resume describing how you meet the following required qualifications:

- Completion of a degree in Information Systems or Computer Science.
- A minimum of 2 years of technical support experience installing, maintaining and troubleshooting administrative information systems.
- Successful experience working in a fast-paced environment with limited resources and continuously shifting priorities.
- Strong knowledge of systems and networking software, hardware and networking protocols.
- Demonstrated knowledge in PC hardware, software and peripherals.
- Demonstrated knowledge of Windows and other operating systems, systems administration tools and wireless systems such as Meraki.
- Extensive knowledge and experience in the configuration and troubleshooting of operating systems, peripheral devices, hardware and software.
- Systems administration and IT certifications in Linux, Microsoft or comparable certifications.
- Good understanding of MS Office and similar applications.
- Current knowledge of industry standards and emerging technologies.
- Understanding of internet and cloud applications such as Amazon Web Services and Microsoft Azure.
- Ability to establish and maintain Local Area Networks.
- Good understanding of computer installation, testing and maintenance protocols.
- Knowledge of purchasing practices and procedures.
- Ability to establish and maintain hardware and software inventories.
- Excellent analytical and problem solving skills.
- Understanding of business system analysis and user needs analysis techniques.
- Good oral and written communication skills.
- Tact and diplomacy.

Additional Information

Position Number(s) 20004085
Reports To Director, Cyber Range and Corporate Training
Department Rogers Cybersecure Catalyst
Vacancy Type TERM 1 year
Employee Group MAC
Work Location Rogers Cybersecure Catalyst
Start Date ASAP
End Date One year from start date
Hours of Work 36.25
Grade C41
Salary Scale \$60,423 - \$96,521
Hiring Salary Range \$68,000 to \$79,000
TA Specialist Mylene Barrette
Posting Date April 23, 2024
Application Close Date April 29, 2024

Additional Notes:

- An equivalent combination of education and experience may be considered.
- Applicants who do not meet all of the posted qualifications may, upon the University's sole discretion, be considered to fill a vacancy on an underfill basis.
- Candidates must have a demonstrated record of dependability/reliability and a commitment to maintain confidentiality.
- We encourage all First Nations, Metis and Inuit peoples or Indigenous peoples of North America, to self-identify in their applications.

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 Technical Support Specialist - Catalyst & Cyber Range