



# 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

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## IT Support Specialist

|                    |   |                                  |
|--------------------|---|----------------------------------|
| <b>Job ID</b>      | <b>87-40-AD-51-E6-93</b>  |                                  |
| <b>Web Address</b> | <a href="https://careers.indigenous.link/viewjob?jobname=87-40-AD-51-E6-93">https://careers.indigenous.link/viewjob?jobname=87-40-AD-51-E6-93</a> |                                  |
| <b>Company</b>     | Canadian Museum for Human Rights  |                                  |
| <b>Location</b>    | Winnipeg, Manitoba  |                                  |
| <b>Date Posted</b> | From: 2020-01-21  | To: 2020-02-01                   |
| <b>Job</b>         | Type: Full-time   | Category: Information Technology |
| <b>Languages</b>   | English   |                                  |

### Description

The Canadian Museum for Human Rights (CMHR) is the first museum in the world solely dedicated to the evolution, celebration and future of human rights. It is the first national museum in Canada to be built outside the National Capital Region. Located in the heart of Canada in Winnipeg, Manitoba, the CMHR rises from the Prairie earth at The Forks, which has been a meeting place for over six thousand years.

The CMHR delivers an immersive, interactive and memorable experience for visitors of every background, age and ability. Each visitor has access to a fully reinvented museum experience that reflects a design approach that sets new Canadian and world standards for inclusion and universal accessibility.

We are seeking talented individuals who are motivated to share their passion and commitment to join our team.

Together, we aim to enhance the public's understanding of human rights, to promote respect for others, and to encourage reflection and dialogue.

#### Purpose of Position

Reporting to the Manager, Information Systems, the IT Support Specialist provides and takes ownership of IT technical support for the organization to ensure that all service desks tickets, service agreements and standards are maintained. This role maximizes computer system capabilities by analyzing technical issues, problem-solving and making recommendations to ensure the timely handling of all customer service requests.

#### Key Responsibilities

â€¢ Lead and take ownership of Tier 1 and Tier 2 IT desktop support by:

- o Leading in the development of good customer service practices, ensuring customer satisfaction and providing professional customer support;
- o Responding to customer requests based on established service level agreements;
- o Monitoring and resolving service desk tickets with a strong focus on customer service, and documenting resolutions;
- o Triaging call and ticket assignments based on business criticality by assigning and prioritizing within the IT team while communicating and coordinating with colleagues;
- o Diagnosing and troubleshooting daily network and systems issues with minimal supervision and in collaboration with IT team members;
- o Providing service for client/server, LAN/WAN, VPN, Internet and intranet technologies, IP video, VoIP, network security, maintenance, optimization, emerging wire line and wireless technologies, and other technologies supported by the CMHR;
- o Maintaining knowledge of computer systems, hardware, printers and computer peripherals.

â€¢ Contribute to and deliver improvements that support the continuous enhancement of processes and controls within the team.

â€¢ Create and maintain thorough and specialized documentation for process, self-help and user guides to promote quick resolution of issues.

â€¢ Engage in current projects and rollouts of services in support of CMHR initiatives and roadmaps; identify and address all IT and business-related issues; and interact with cross-functional teams.

â€¢ Maintain current levels of technical certification.

**Skills and Qualifications** â€” Required

- 5 years of experience in technical support including 2 years in a leadership capacity in an enterprise IT environment
  - Completion of post-secondary education at the certificate, diploma or degree level in Information Technology
  - Technical proficiency in:
    - o Standard client/server, networking and Internet fundamentals
    - o Administration and support of Microsoft Active Directory and Group Policy
    - o Microsoft Unified Communications
    - o Mobile device management (Android, iOS)
    - o Telephony
    - o Conferencing devices and solutions
    - o Voice over IP solutions
  - Technical support and application administration of:
    - o Microsoft Exchange Server
    - o Microsoft SharePoint and OneDrive
    - o Microsoft Office 365
  - Ability to prioritize tasks based on operational priority and urgency
  - Demonstrated initiative to inquire, investigate and communicate the best solution in partnership with members from the IT team
- Skills and Qualifications • Desired
- Working knowledge of:
    - o Cisco routing, switching, and security
    - o Point of sale and ticketing systems
    - o Analytics systems
    - o Microsoft Azure
  - Recognized industry technical certification(s) such as A+ (CompTIA), MCSA: Windows 10, Microsoft 365 Certified: Modern Desktop Administrator Associate, ITIL Foundation
  - Ability to communicate in both official languages, orally and in writing
  - Experience working in the service industry
  - Experience working for or providing service to a museum, cultural institution or similar entity

#### Attributes

- Customer-focused and committed to results
- Solid technical leadership
- Advanced troubleshooting and problem-solving skills
- Effective interpersonal and communication skills
- Discretion, tact, initiative and sound judgment
- Developed decision-making techniques with the ability to determine solutions and decide on a course of action
- Excellent time management skills
- Strict attention to detail yet always in consideration of the high-level goal
- Flexible

#### Official Language Proficiency

- Bilingual non-imperative

#### Working Conditions and Physical Demands

- Work is in an office environment
- May require long periods at a desk, reading of lengthy documents, and time in front of a computer
- May require long periods of standing and walking
- May require the need to crouch into tight spaces
- Requires some heavy lifting
- Perform on-call and after-hours support

#### Conditions of Employment

- Security Screening Level • Reliability Status

#### How to Apply

Interested applicants should submit a cover letter and résumé through CMHR's Careers page at <https://humanrights.ca/about/careers> by January 31, 2020. The cover letter must provide concrete examples that illustrate how they meet the education and experience factors listed in the Qualifications • Required and Desired (if

applicable). Resumes will be used as a secondary source to validate the education and experience described in the cover letter.

The Canadian Museum for Human Rights is committed to developing inclusive, barrier-free recruitment processes and work environment. Please advise the HR representative if accommodation measures must be taken to enable you to apply and be assessed in a fair and equitable manner.

All applicants will receive a confirmation of receipt of their application. We thank all applicants for their interest, however, only those selected for an interview will be contacted.

Intent / Result of process: An eligibility list of qualified candidates may be created as a result of this process. The list would have a retention schedule of six months.

The CMHR is committed to fostering a positive workplace culture with a skilled and diverse workforce that reflects the Canadians we serve. The principles of diversity, inclusion and accessibility are core to our values and employment equity is a factor that is applied in our competition processes.

Employment equity, as addressed in federal Canadian law by the Employment Equity Act, requires federal jurisdiction employers to engage in positive employment practices in an effort to ensure that four designated groups (women, people with disabilities, Indigenous people, and visible minorities) are represented in the employer's workforce to a degree that is akin to their representation in the broader Canadian workforce/workforce segment. The Museum's employment practices are developed and informed by the Truth and Reconciliation Commission's Calls to Action. You are strongly encouraged to identify in your application if you belong to one or more of the designated employment equity groups.

If contacted about this job posting, please advise us if you require any accommodations regarding the interview process. Contact email: [humanresources@humanrights.ca](mailto:humanresources@humanrights.ca)