



Are you looking for a rewarding and exciting opportunity to make a difference with a great organization? Look no further.

Overview

As we move through a period of exciting and challenging organizational change, Professional Engineers Ontario (PEO) has an immediate opening for a Help Desk Support position.

Under the authority of the *Professional Engineers Act*, PEO licenses and governs over 91,500 licence and certificate holders and regulates the practice of professional engineering in Ontario. PEO's mission is to regulate and advance the practice of engineering to protect the public interest. With a talented, multi-disciplinary staff of over 100, PEO's vision is to be a trusted leader in professional self-regulation.

Position Summary

The position is responsible for supporting the administration of PEO's computers, software, and records as well as implementation and administration of PEO's servers, telephony and other IT projects as assigned.

This role provides a point of contact for end users to receive support and maintenance within the organization's desktop computing environment. This includes installing, diagnosing, repairing, maintaining and upgrading all PC hardware, software and equipment to ensure optimal workstation performance as well as troubleshoot problem areas (online, in person, by telephone or via e-mail) in a timely and accurate fashion and provide end-user assistance where required.

Responsibilities

- Performs online and onsite analysis, diagnosis and resolution of complex desktop problems for end users, and recommend and implement corrective solutions, including offsite repair for remote users as needed.
- Installs, configures, tests, maintains, monitors and troubleshoots end-user workstations and related hardware and software to deliver required desktop service levels.
- Performs staff IT onboarding and offboarding activities
- Performs staff moves, adds and change requests as requested by line managers as well as a new hire orientation.
- Serves as a primary IT contact. Receive and respond to incoming calls, and/or e-mails regarding desktop/application problems.
- Tests and deploys monthly security updates to all computer systems as well as hardware firmware and software updates.
- Proactively monitors ticketing system to ensure timely resolution of all issues, and assigns and escalates as necessary.
- Conducts research on desktop products in support of procurement and development efforts. Evaluates and recommend products for purchase.
- Assists in preparing, maintaining and upholding procedures for logging, reporting and statistically monitoring desktop operations.
- Maintains an inventory of all monitors, keyboards, computers, software licenses and other equipment.



- Accurately documents environment changes, instances of equipment or component failure, repair, installation and removal.
- Liaises with third-party support and PC equipment vendors.
- Manages and maintains PEO's IT ticketing system.
- Triage and re-allocates service requests to appropriate team members through the ticketing system.
- Makes recommendations for improvements to the ticketing system and the monthly reports.
- Creates instruction manuals / How to guides and other documentation.
- Performs computer migration when required.
- Evaluates and creates new and/or follows existing checklists / Knowledge Base Articles to ensure a consistent result for routine and common tasks.
- Supports and troubleshoots mobile devices (iPhones / iPads).
- First level support for in-house Audio-Visual system.
- Provides basic training in technology to end user.
- Supports and troubleshoots multi-function and network printers.

Specialized Skills and Knowledge

Working knowledge of:

- Windows Servers and Windows PC environment
- Computer Hardware and peripherals
- Network Printers and multi-function printers
- Mobile devices (iPhone / iPad)
- Active Directory / Group Policies
- Intrusion detection software/hardware
- Networking protocols and Wi-Fi
- Microsoft Office 365 application suite including Microsoft Teams and OneDrive
- Microsoft SharePoint and Microsoft Exchange
- Working knowledge of Linux an asset
- MiCollab/Mitel Phone System an asset

Skills and qualifications include:

- Post-secondary education in computer science or engineering from a recognized institution, or a related diploma with a minimum of four years of exceptional experience in computer hardware and software support.
- Excellent interpersonal and relationship-building skills.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Strong analytical and problem-solving abilities along with a keen attention to detail.
- Excellent communication skills with ability to present ideas/solutions in user-friendly language.



To ensure the health and safety of our employees and visitors, all employees must be fully vaccinated against Covid-19 if their role requires in-person and/or on-site participation at our premises. This role is a hybrid role and will require in-person attendance.

In these times, we rely on a balance of on-site and virtual team meetings and management practices to support both performance and collaboration.

If you are interested in this role, please forward your resume and cover letter (including salary expectations) to peocareers@peo.on.ca by August 19, 2022.

PEO values diversity and is an equal opportunity employer. PEO is committed to providing employment accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act.

We thank all applicants in advance for your interest in our organization and advise that only those candidates selected will be contacted.