

Employment Opportunity

Canada Summer Jobs Program



POSITION	PROGRAM	DETAILS
(IT) Support Technician	Corporate Services Information Technology	Full-Time 16 Weeks
Number of Positions	SALARY	HOURS
1	\$16.55	35 Hours

Banyan is a not-for-profit organization that has provided quality services to the youth justice, children, and senior's community support sectors since 1978. Banyan is committed to improving the mental, physical, and social well-being of at-risk populations in our service areas of Hamilton, Niagara, Brant, Haldimand, Norfolk, and Wellington.

PURPOSE OF THE POSITION

Assist with maintaining essential IT operations, including operating systems, security tools, applications, servers, email systems, laptops, desktops, software, and hardware. Handle business-critical IT tasks and system improvements. Enable faster and smarter business processes and employee productivity. Research and evaluate emerging technologies, hardware, and software.

POSITION RESPONSIBILITIES

- Assisting with the day-to-day IT operations, including problem resolution, user support.
- Assisting the Administrator of Banyan's local area network, directing the network and its related computing environment, including servers, hardware, systems software, applications software, users and all other computer related configurations.
- Install and maintain computer hardware, software and networks.
- Maintain inventory of all computer equipment and software.
- Support with IT HelpDesk for IT issues.
- All accident, incidents, and other hazardous occurrences affecting any of Banyan's staff, clients, or the organization are to be reported according to Banyan policy.

ROLE COMPETENCIES

Classification Specific:

- Change Implementation: ability to champion change in a positive way.
- Implementing Decisions: effective utilization of time and resources to achieve program goals and requirement.
- Problem-Solving Skills: develop strategies using a system thinking approach. Identify and analyze problems so that viable solutions are found.
- Managing Multiple Priorities: ability to remain calm and multi-task within a multi-disciplinary environment.

Program Specific:

- Monitor and maintain stable network including internet and wireless connections, the latest in malware and virus protection and security.
- Provide network administration: adding and editing users, groups, security, email and folder structure.
- Investigate connection issues and find proactive solutions.

QUALIFICATIONS

- Working towards a University Degree or College Diploma in Computer Science, Information Technology or related discipline or have graduated within the past year.
- Must meet the age and other Canada Summer Jobs program criteria.
- Excellent time management skills and ability to work independently on on-going assignments.
- Strong interpersonal and teamwork skills.
- Proficiency with Microsoft Office Suite.
- Provide and maintain an acceptable Criminal/Vulnerable Sector Record.

WORKING CONDITIONS

- The IT Support Technician will conduct business from the designated office where standard office working conditions and the use of standards office equipment will apply.
- Hours of work will fall within normal business hours; however, occasional evening and weekend hours may be required based on organizational needs.
- May be required to travel between program sites.

PLEASE FORWARD YOUR RESUME AND LETTER OF INTEREST TO:

Banyan Community Services
688 Queensdale Avenue East, Suit 2B
Hamilton, ON L8V 1M1
recruit@banyancs.org
(905) 549-9011 (fax)

Note: Canada Summer Jobs 2024 Program period is from April to August 2024

