



IT Support Administrator

The Agency:

The Calgary John Howard Society (CJHS) is a community-based charitable organization dedicated to reducing the incidence of crime and increasing community safety through preventative and restorative justice practices. To accomplish these ends, we provide direct services to individuals at risk, advocacy for effective responses to crime with the individuals involved and education for youth and adults in the community.

The Team:

The Operations Team provides service and support to the Calgary John Howard Society, primarily focusing on the areas of Facilities Management and Information Technology. The team provides service and support to over 150 staff at no less than seven locations in Calgary. CJHS' IT Team uses a wide variety of technologies, including: Asterisk/Skype for Business IP PBX, Aastra and Polycom Handsets, pfSense, Active Directory DS & FS, Office 365, Dynamics GP, and System Center Configuration Manager to name a few.

The Position:

Reporting to the Operations Manager, the IT Support Administrator troubleshoots, installs, repairs, deploys mobile and desktop hardware, while providing a high level of service and support to CJHS employees.

Roles and Responsibilities Include:

- Respond to Help Desk tickets, create and follow through on action plans to resolve identified user issues.
- Troubleshoot hardware and software issues with Desktops, Notebooks, Printers, Video Equipment, and Phones.
- Install and repair network and video cable.
- Escalate issues to the Operations Manager as required.

The IT Support Administrator will have a combination of Education and Experience equivalent to at least a Two-Year Diploma and preferably 2-3 Years in a IT Support Position providing Helpdesk or User Support. Knowledge and experience of the Agency's deployed technologies is a significant asset. A class 5 operator's license, clean driver's abstract, and own vehicle is required.

This is a part time (30 hours / week) position with a compensation package that includes mileage paid.

Applications will be accepted until suitable candidate is found

Please submit your cover letter and resume to:

Michael Berenbaum, Operations Manager

michael.berenbaum@cjhs.ca

The Calgary John Howard Society thanks all applicants, only those considered for an interview will be contacted.