



## **Job Description**

Intellimedia LP. is an innovative information management and software development firm. We create value for our clients through products and services that improve quality, efficiency and enable data driven decision-making. Our clients are dynamic organizations from a variety of sectors, with a key focus on Education. Due to rapid growth, and a fast-paced environment we are seeking a highly motivated and experienced technical support staff to join our team and serve our Education and corporate clients.

## **Technology Support Position-Start Immediately**

Intellimedia requires a full-time person to fill the position of Technology Support for our Education and corporate clients. Position includes a full benefits package; salary will be based on qualifications and experience. The successful applicant must have experience in the following areas:

### **Position Summary:**

- Provide direct support for network operating systems, network servers, personal computers and software used in instructional and administrative applications over several client's sites
- Support via onsite, E-Mail, Remote.
- Assist support Manager in managing the installation of systems
- Complete other responsibilities consistent with the role as defined by the Support Manager

### **Reporting relationship**

The candidate will report to the Support Manager.

### **Duties and responsibilities**

- System Support
- Provide support for hardware installations, upgrades, failures
- Provide guidance and support for system upgrades, installations and maintenance both at a hardware and software level

- Provide user support for authorized software applications
- Participate in the planning and implementation of system installations in both instructional and administrative systems
- Work with vendors and contractors to help ensure the systems and software interact appropriately Communication Support
- Assist in the planning, installation and implementation of electronic communication services
- Assist in the planning, operation and maintenance of Internet services and websites Network Support
- Provide network infrastructure support, wired and wireless
- Provide network operating system advice and support
- Maintain network and desktop system security and anti-virus protection
- Maintain and help others with server administration and support

### **Qualificaions**

- Thorough knowledge major desktop operating systems (Windows and Mac OS)
- Thorough knowledge of desktop imaging and setup
- Very Good knowledge of Microsoft Windows Server and Active Directory
- Familiarity with iOS devices – iPods, iPads, iPhones, and mobile device management
- Familiarity with common software applications (MS Office and other productivity software)
- Strong background in infrastructure support including Active Directory, Group Policy, DNS, DHCP, TCPIP
- Experience with virtualization technologies such up VM Ware and Hyper-V
- Windows PC installations, configurations, Domain Configurations
- Basic Database administration
- Storage SAN, NAS, other

### **General Attributes**

- Strong interpersonal skills
- Valid driver's license and an automobile
- Proven record as a team member
- Excellent problem-solving skills
- Ability to work with minimal supervision
- Sound understanding of technologies role in education
- Independent and committed life-long learner
- Strong time management skills and ability to handle multiple tasks

### **Minimum Educational Standards**

- Two-year post-secondary diploma in the field of computer technology along with a minimum of two years' experience directly related to the requirements as outlined above.

### **Salary and Benefits**

- Intellimedia LP offers a competitive salary and benefits package.

**Interested applicants should email their resumes, including references, to Intellimedia HR. [hr@intellimedia.ca](mailto:hr@intellimedia.ca)**