

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 on site 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

Qualifications

- 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