

The District Municipality of Muskoka is currently recruiting for a IT Technician 2



The District of Muskoka is seeking a professional and experienced IT professional to join our Finance and Corporate Services department and work with our IT operations team.

Reporting to the Manager, IT Operations, the Tech 2 is responsible for coordinating and maintaining the operational requirements of Information Technology Services (ITS) with minimal supervision. The Tech 2 provides front line IT support to all client groups. Responsibilities included, but are not limited to:

- Work with users and staff regarding all aspects of computer systems, peripherals, operating systems, networks and projects.
- Provide on-going support to users and staff via remote support software, telephone, email or in-person.
- Perform all, or some, of the following functions:
 - Configure, install and test computer systems, peripherals and software.
 - Install and test upgrades to systems, networks, operating systems and software.
 - Assist vendors and providers re: bug fixes and problem resolution.
 - Diagnose and repair software, network and system problems.
 - Plan and implement backup/recovery methodology.
 - Maintain internal and external networks.
 - Maintain security focus of corporate information and equipment.
 - Maintain IP telephony systems, video- and tele-conferencing equipment, and audio-visual equipment.

The ITS department provides modern, stable and secure computing, support for business application delivery as well as maintenance and hardware devices. We provide a shared service to two of our Area Municipalities and their corresponding libraries.

Why the District of Muskoka?

Muskoka is a great place to live and play! We are a four-season municipality that offers a balance between family life and work. We are built around supportive and caring communities that are always growing, with wonderful schools and facilities. [Watch our video](#) to learn more!

As the Upper Tier Regional Municipality, we partner with the six Area Municipalities to work together through sound governance, managing the legacy of a healthy Muskoka by protecting the natural environment, driving a vibrant economy and enhancing the inclusiveness of our caring community.



Administration Building

What you will bring to us

As an experienced IT professional, you will have excellent knowledge of computer standards as they relate to networking, security, computer troubleshooting, installation and maintenance practices. You will have a proven ability to analyze and report on new technology and be able to provide training to end users. We expect you to have strong communication, organizational and problem solving skills. Ability to collaborate as well as working independently, while prioritizing ongoing projects, will serve you well in this role.

On the practical side, you are a graduate of a three (3) year community college program and will bring three (3) years of recent and significant experience in the field of Information Technology in a complex WAN environment with multiple lines of business.

Skills in the following areas would be considered an asset:

- HP servers, and Lenovo BladeCentre servers
- SAN equipment and software from HP and Dell
- VMware vSphere and VMWare View virtualization products
- Microsoft Exchange
- Remote management software such as Altiris, LanDesk, or Microsoft SCCM

What We Offer

The District offers a competitive salary package, including a comprehensive health and dental benefits plan, and enrollment in OMERS (Ontario Municipal Employees Retirement System) pension plan. We foster a professional, friendly and supportive team atmosphere and continuously strive to provide a working environment where the best people want to work. We have a strong focus on health & wellness, as well as community involvement - the people who work at the District are passionate about the community that they live in. The District is committed to creating and promoting diversity, accessibility and inclusion in the workplace.

The hourly wage for this unionized (CUPE) job is \$32.19 - \$35.35 per hour.

How to Apply

If you have the necessary skills, experience and qualifications, please review the “**How to Apply**” instructions on our website before submitting your application: <https://www.muskoka.on.ca/en/district-government/Career-Opportunities.aspx>

Once you have reviewed the instructions, please click on the “**Apply Now**” link, next to the posting, to submit your application in the specified format. If an “Apply Now” link does not exist, we are no longer accepting applications to the posting. ***Interviews for this role are anticipated to take place the week of May 6, 2019.***

POSTING CLOSING DATE: Friday, April 19, 2019 @ 12:00 NOON

The District Municipality of Muskoka is committed to meeting its obligations under the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act*. If you require disability related accommodation to participate in the recruitment process, please advise the Human Resources department as soon as possible. Accommodation may be provided in all steps of the hiring process. Any questions regarding this posting should be directed to the Human Resources Department.