

Are you passionate about protecting the environment? Do you go out of your way to reduce, reuse, and recycle? Do you envision a waste-free future?

If you answered yes to those questions, then we'd like to hear from you.

We are the [Resource Productivity and Recovery Authority](#) (the Authority) and our vision is a circular economy today for a waste-free tomorrow. Our mission is to support compliance with individual producer responsibility through education and enforcement to foster Ontario's circular economy, spur innovation, and protect the environment.

Our mandate from the Government of Ontario is to advance a circular economy by enforcing the requirements of the [Resource Recovery and Circular Economy Act, 2016 \(RRCEA\)](#) and the [Waste Diversion Transition Act, 2016 \(WDTA\)](#) and their associated regulations.

We are looking for a talented and committed individual to join us as a **Network Support Specialist** to support the government's efforts to protect the environment and accelerate a new economy in which all waste is reused, recycled and reintegrated.

Network Support Specialist

The Network Support Specialist is responsible for providing day-to-day support to the users within the Authority with respect to any system problems that they may encounter. Issues that can't be resolved internally will be escalated to the Managed Services provider to address. Network support issues refer to laptop-related issues (both software and hardware) as well as server and infrastructure-related issues. The Network Support Specialist will be the primary contact for the Network Managed Services company as well as other vendors such as the Colocation provider. As an extension to the network and infrastructure support, the Network Support Specialist retains technical ownership and responsibility for the Authority's Amazon Connect Call Centre implementation.

Practically speaking, you will:

Front-Line IT Helpdesk Support (60%)

- Provides end-users within Authority with day-to-day support of all corporate standard software, including but not limited to:
 - Troubleshoots and assists users with network connectivity, software/application, VoIP, VPN and operating system issues utilizing desktop helpdesk software for ticket tracking
 - Creates new users and accounts while following corporate policy
 - Manages user administration including maintenance of user accounts, group memberships, and file permission
 - Troubleshoots hardware devices such as office printers, mobile devices, switches, routers, and laptops
- Ensures that all users are able to work efficiently and effectively with the assigned computer equipment
- Escalates problems as required to the IT managed services provider

- Performs research into new hardware and/or software that may be required for users to efficiently and effectively perform their jobs
- Decommissions and/or redirects user accounts, group membership, and file permission when employees or contractors leave RPRA
- Monitors tickets logged with the managed services provider to ensure that service levels are being maintained and that issues are being resolved in accordance with the service levels
- Ensure continuous connectivity between the three network connection points within the facility.
- Monitor and manage both the primary and redundant internet connection to ensure constant connectivity to the internet allowing for Registry and Call Centre connectivity.

IT Administration Management (30%)

- Maintains a list of all current hardware and software in use within the authority, including hardware warranties and estimated equipment refresh dates, including detailed documentation of all software licenses and purchase records to ensure software audit compliance
- Shares responsibility, together with Finance and Administration team, for the maintenance of the Fixed Asset register for IT hardware ensuring all additions, disposals, and write-offs are reflected in a timely manner in the Authority's records
- Coordinates with the Director, I & IT and the Finance and Administration team, and seek required approvals from, for the recommendations of equipment repair or estimated refresh dates, and for the disposal/write off of any equipment
- Plans evergreening plan for all computer equipment on the agreed timeline. Assists in the development and presentation of the related budget and work with the IT Project Manager for the development and execution of an agreed upon implementation plan.
- Responsible for the ongoing education of the user community as it relates to IT related Policies and Procedures as well as Cyber Security procedures and MS Office training.

Amazon Connect Support (10%)

- Working with the end user community as well as the approved consulting organization, ensure that the Authority's implementation of Amazon Connect is performing sufficiently and offering the required functionality. Ensure that components of Amazon Connect are kept up-to-date and that the system design is updated as part of any new Registry build Project.

Other

- Performs other duties as assigned by the Director, Information & Information Technology

Working with the Resource Productivity and Recovery Authority

This is a permanent full-time role working Monday-Friday from 9:00 am-5:00 pm, with flexibility as needed. Our highly attractive total compensation plan includes a competitive salary (commensurate with experience), health benefits, a defined contribution pension, personal days and three weeks of vacation to start.

During COVID-19, we work remotely and support flexible work schedules. Upon our return to the office, we will continue to support flexible work schedules but depending on the job requirements you'll need to be able to commute to our office. We are conveniently located in North York on the Yonge subway line at Sheppard Avenue.

We are a small team operating in an entrepreneurial environment. We are looking for team players who know what all hands-on deck means, can hit the ground running, and are ready to make the job their own. You'll have plenty of opportunities for growth, development, and mentorship as you learn from our talented team. Our hope for you is that you'll be able to fine-tune your skills and move upward in our organization.

You will be a part of a collaborative team doing ground-breaking and meaningful work with a critical environmental and economic mission.

Qualifications

Education

- Bachelor's degree / Diploma or equivalent work experience in a computer-related field

Experience

- Five to seven years experience providing end user IT support
- Three to five years' experience maintaining a Microsoft Exchange Server / Active Directory environment
- Regulatory compliance experience considered an asset
- Experience with Amazon Connect considered a definite asset

Other Knowledge, Skills, Abilities or Certifications

- MCSE Certification preferred
- Knowledge of VoIP phone system setup and management
- Ability to research and understand technical system documentation
- Project management skills and strong documentation skills
- Demonstrated organizational skills with the ability to prioritize and multitask, and thrive in a climate of change
- Strong interpersonal skills and demonstrated ability to work well in a small team and with stakeholders
- Excellent oral and written communication and problem-solving skills
- Excellent presentation skills
- Strong customer service orientation
- Discretion and judgement in working with confidential information
- Knowledge and understanding of regulatory environments and/or the circular economy would be an asset
- Advanced knowledge in Word, Outlook, Excel, PowerPoint, MS Access

How to Apply:

We strive to build a team that reflects the diversity of the community we work in and encourage applications from traditionally underrepresented groups such as women, visible minorities, Indigenous peoples, people identifying as LGBTQ2SI, veterans, and people with disabilities.

Please submit your CV and cover letter to:

careers@rpra.ca