RPRA
Resource Productivity
& Recovery Authority

Are you passionate about protecting Ontario's environment? Do you go out of your way to reduce, reuse and recycle, and envision a waste-free future? Are you ready to step into a new position where you'll have latitude to shape your contributions to a newly established and growing organization?

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 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.

Who are you?

You are an experienced **Network Support Specialist**, who is also passionate about protecting the environment. You go out of your way to reduce, reuse, and recycle, and share our vision of a waste-free future for Ontario.

You have a few years of IT experience under your belt and are now looking for a challenging new opportunity in a growing organization. You're craving variety in your day-to-day opportunities for learning and professional development and a chance to use your IT expertise to support a team that is making a meaningful difference to Ontario's environment and economy.

If this sounds like you, then look no further because you could be our new Network Support Specialist.

Why choose RPRA?

We are a small team in start-up mode 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 will be a part of a collaborative team doing ground-breaking and meaningful work with a critical environmental and economic mission.

As part of our team you will enjoy:

- A full-time permanent position offering a competitive salary, commensurate with experience
- Generous benefits including a defined contribution pension plan and 3 weeks of vacation
- Convenient location on the Yonge subway line at Sheppard Avenue, and monthly transit support if you commute via public transit

- Training opportunities and professional development reimbursement

What you'll be doing:

As our new Network Support Specialist, you will provide hands-on, day-to-day support for end users with respect to software, hardware, server, and infrastructure-related issues.

You will work with technology including but not limited to: Office 365, Windows Server, Active Directory, VMWare, Exchange 2016 and Exchange Online, MS Office, One Drive, SharePoint, Amazon Connect, Sophos Firewall, Salesforce.

Your practical responsibilities will include**:**

- Front-line IT helpdesk support – use a ticket system to prioritize issues and troubleshoot and assist users with network connectivity, software/applications, VoIP, VPN and operating system issues, and hardware including printers, mobile devices, switches, routers, and laptops
- Create new users and accounts and manage user administration including maintenance of user accounts, group membership, and file permission
- Serve as the primary day-to-day contact with the IT Managed Services Provider, escalating any issues as required and ensuring service levels are maintained
- Technical ownership and responsibility for the Authority's Amazon Connect Call Centre implementation
- Maintain a list of all current hardware and software in use, including warranties, estimated equipment refresh dates, software licenses and purchase records
- Coordinate equipment repair and refresh
- Provide ongoing education through one-on-one and group training and presentations to the user community as it relates to IT policies and procedures, cyber security, and MS Office training

The best person in this role will be approachable and accessible, with a genuine desire to help end-users get the most out of their technology. You will operate not only with professionalism and urgency, but also with empathy and patience. And, you are a people-focused professional with excellent communication skills, prioritization skills, and follow-through.

This is an opportunity to take on a varied role with daily opportunities to work with new and interesting technology. You'll join a rapidly growing team and be empowered to help us build and refine our IT function. If this sounds like your idea of an exciting and motivating role, then we want to meet you.

Working at the Resource Productivity and Recovery Authority

This is a full-time, permanent position working Monday to Friday, during regular business hours, with occasional overtime as needed. Our office is conveniently located on the Yonge subway line at Sheppard Avenue. If you commute to work via public transit, we will also provide a monthly stipend.

Qualifications

Here is what we're looking for:

- 5-7 years' experience providing end-user IT support, including 3+ years' experience maintaining a Microsoft Exchange Server/Active Directory
- Experience with Office 365, Windows Server, Active Directory, VMWare, Exchange 2016, One Drive, SharePoint, Sophos Firewall (or similar), Salesforce (or similar CRM)
- Knowledge of VoIP system set up and management
- Strong communication and presentation skills, with experience providing individual and group training and presentations
- Degree or diploma in a technical field such as Computer Science, Information Technology, or related

And here's what would be a plus:

- MCSE certification
- Any Microsoft Office certifications (preferably Office 365)
- Experience with Amazon Connect
- Experience working in a complex regulatory environment or in a start-up organization

How to Apply

Our online application will allow you to apply for this position as a complete person – not just a resume with key words. The application will assess your qualifications, personality traits and workplace preferences, and should take 10 to 15 minutes to complete. After submitting, you'll receive an email inviting you to log in and view your assessment results.

We value diversity and inclusion and encourage all qualified people to apply. If we can make this easier through accommodation in the recruitment process, please contact us with the "Help" button in the application.

We will review applications, **with priority given to those who have completed the assessment** and look forward to hearing from you.

Please submit your CV and cover letter here.