

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 \(RPRA\)](#), Ontario's circular economy regulator.

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.

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

### **Senior Infrastructure Lead**

The Senior Infrastructure Lead is responsible for providing day-to-day support to the users within the Authority for any system problems they may encounter. The Senior Infrastructure Lead will be responsible for network support issues, laptop-related problems (software and hardware), and server and infrastructure-related issues. Issues that cannot be resolved internally will be escalated to the Managed Services provider to address. The Senior Infrastructure Lead will be the primary contact for the Network Managed Services company and other vendors such as the Colocation provider.

### **Practically speaking, you will:**

#### **IT Administration Management (70%)**

- Coordination of IT network and security processes
- Maintenance of all internal systems
- Project representation support for network and security services
- Management of the audit processes
- Oversee Software Development and IT Operations (DevOps) tools for support and administration as well as continuous improvement
- Day-to-Day Network Administration tasks
- Assessment of tools for staff collaboration and business
- Provisioning and maintaining network environments and applications
- 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 promptly in the Authority's records.

- Plans evergreening plan for all computer equipment on the agreed timeline. Provides feedback as it relates to the IT budget and works with the IT Project Manager to develop and execute 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.

#### **Front-Line IT Helpdesk Support (20%)**

- Troubleshoots and assists users with network connectivity, software/application, Voice Over IP (VoIP), Virtual Private Network (VPN), and operating system issues utilizing JIRA 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 permissions.
- Troubleshoots hardware devices such as office printers, mobile devices, switches, routers, and laptops.
- Ensures that all users can 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 software that may be required for users to perform their jobs efficiently and effectively.
- Decommissions and 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 the service levels are resolving issues.
- Monitor and manage the primary and redundant internet connection to ensure constant connectivity to the office internet.

#### **Amazon Connect Support (10%)**

- Working with the end-user community and the approved consulting organization to 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.

#### **Working with the Resource Productivity and Recovery Authority**

This is a permanent full-time role working Monday-Friday from 9:00am-5:00pm, 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.

We work remotely and support flexible work schedules. **Remote work is expected to be completed from a location within Ontario.** 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 of experience providing end-user IT support
- Three to five years of experience maintaining a Microsoft365 environment / Active Directory environment
- Regulatory compliance experience is considered an asset
- Experience with Amazon Connect is 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 judgment in working with confidential information
- Knowledge and understanding of regulatory environments and the circular economy would be an asset
- Advanced knowledge in Word, Outlook, Excel, PowerPoint, and MS Access

**Target Salary Range: \$75,000 - \$90,000**

### **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:**

**Nicole Rupcic at [Nicole.Rupcic@altisrecruitment.com](mailto:Nicole.Rupcic@altisrecruitment.com)**