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 Systems and Facilities Administrator to support the government's efforts to protect the environment and advance a new economy in which all waste is reused, recycled, and reintegrated.

## Systems and Facilities Administrator

The Systems and Facilities Administrator is responsible for providing day-to-day support to the users with respect to any system problems that they may encounter. Network support issues refer to laptop related issues (both software and hardware) as well as server and infrastructure related issues. Issues that can't be resolved internally will be escalated to the Managed Services provider to address. The Systems and Facilities Administrator will be the primary contact for the Network Managed Services company as well as other vendors such as the Colocation provider. They will act as an extension to the network and infrastructure support.

**Practically speaking, you will:**

Front-Line IT Helpdesk Support (35 %)

- Provides end-users 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 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/or software that may be required for users to efficiently and effectively to 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.
- Plan and coordinate changes with the services providers following ITIL best practices for change management. Coordinate and communicate planned and unplanned IT outages to staff and end-users.

IT Administration Management (35%)

- 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.
- 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 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.
- Hold IT orientation with new hires, ensuring they have access to systems on day one.
- Manage onboarding and offboarding of users, ensuring checklist is up-to-date and all access has been removed at the time of offboarding.

Facilities Management and Audio-Visual Support (30%)

- Provide onsite hands-on support for facilities, IT operations, and troubleshooting any IT equipment.
- Coordinate with vendors and service providers for IT facilities related projects and maintenance.
- Develop and maintain documentation for IT infrastructure, including network diagrams, equipment manuals and standard operating procedures.
- Plan and coordinate office moves and expansions, ensuring minimal disruption to IT services.
- Conduct regular inspections and audits of facilities to ensure security best practices are being followed.
- Responsible for the setup and troubleshooting of audio and visual technology in all boardrooms.
- Responsible for maintaining IT inventory, assigning IT tickets and assistance with IT hardware setup at the office.
- Represent facilities in a Business Continuity Planning event maintaining communications with Menkes and under the supervision of the IT Network Services and Security Director coordinate mass notifications for staff via text messaging and email.
- Proactive monitoring of facilities, opening tickets with building management to resolve outstanding issues and maintain a clean and safe/healthy work environment for RPRA staff, board members, and visitors.
- Preform daily inspections of the RPRA facility and report any defects observed.
- Work with property management to monitor all property systems, including activating and deactivating access cards, HVAC, etc.

- Coordinate and manage inventory of office furniture and IT equipment both in the office and remote home offices.
- Work with property management to ensure paper, sanitization products and other consumables in all washrooms and kitchen areas are replenished regularly. Maintain clean kitchens ensuring dishes are clean and placed in dishwasher after use.
- Coordinate all incoming and outgoing IT equipment including distribution of incoming packages and mail.
- Coordinate with Contract and Procurement Manager to order office supplies.
- Provide basic maintenance for copiers and other machines, if cannot service; call copier service company to provide the necessary service.

Other

- Performs other duties as assigned by the Director, Security and Network Services
- Participates as a member of the Occupational Joint Health and Safety Committee.
- Performs other duties as assigned by the Director, Information & Information Technology

## 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 Microsoft365 environment / Active Directory environment.
- Regulatory compliance or non-for-profit experience is considered an asset.
- ITIL certification and M365 certifications preferred.

### Other Knowledge, Skills, Abilities or Certifications

- MCSE Certification preferred.
- Knowledge of Teams of similar conferencing toll including 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
- Strong knowledge of Jira or similar ticketing tool, understanding of change management and incident management.

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

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

This role requires you to be onsite 5 days a week. We are conveniently located in North York on the Yonge subway line at Sheppard Avenue.

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

RPRA is committed to maintaining a professional and respectful work environment. RPRA prioritizes the safety and well-being of its employees. Harassment or disrespectful behaviour of any kind by any individual towards our employees will not be tolerated.

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.

RPRA welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.


**Min: $ 66,446.00 – Mid: $ 83,058.00**

**How to Apply:**

*Internal applicants and referrals*: submit your resume to HR with the job title

*External candidates:* submit your resume to [careers@rpra.ca](mailto:careers@rpra.ca) with the job title