



Position: Systems Administrator Level I
Term: Full Time
Location: Toronto, Ontario, Canada
Reporting to: Director, IT

Waterfront Toronto was established by the Government of Canada, the Province of Ontario and the City of Toronto in 2001 to oversee and lead the renewal of the city's waterfront. Our mandate is to deliver a revitalized waterfront that brings together the most innovative approaches to sustainable urban development, excellence in design, real estate development, and leading technology infrastructure. Working with stakeholders, and with public and private-sector partners, Waterfront Toronto creates neighbourhoods anchored by parks and public spaces, and diverse, sustainable, mixed-use communities that offer a high quality of life for residents, employees, and visitors alike. We are transforming the waterfront for the use and enjoyment of the people of Toronto, Ontario and Canada, to foster economic growth and to redefine how the city, province and country are perceived by the world.

The Opportunity: Systems Administrator Level I

Waterfront Toronto is seeking a **Systems Administrator Level I** responsible for effectively and efficiently managing all client-side IT systems and day-to-day operations with a strong focus on customer service and timely service delivery. This position is required to be onsite up to five days a week.

Key Responsibilities:

- Acts as primary contact and provides first level client-side support for the organization; including troubleshooting, assisting with applications and advising clients when required with a strong focus on customer service.
- Monitors the IT helpdesk; triages, troubleshoots and assigns tickets. Escalates tickets when necessary, identifies trends and makes suggestions for remediation. Ensures an early first response time for all tickets received.
- Deploys, maintains and troubleshoots workstations, including OS, hardware, peripherals and standard software applications. Ensures workstations are patched on a regular basis and according to organization standards using SCCM and Microsoft InTune.
- Packages applications for automatic, self-service and manual deployments using SCCM and Microsoft InTune; Ensures successful installation and troubleshoots failed deployments.
- Participates in implementations and rollouts of new/upgraded applications and hardware, including testing and deployment. Also provides initial and ongoing training and support to maximize use and capabilities of new IT systems.
- Deploys, maintains and troubleshoots mobile devices for users, ensuring they meet organization security standards using a Mobile Device Management system.
- Maintains and troubleshoots business functional technology including Audio/Visual, conferencing systems, printer and printer related systems and telephony. Ensure systems are operational and available for use.
- Follows organization process to onboard and offboard users and maintains user accounts and security.
- Works with third-party vendors, consultants and support to ensure optimal delivery of client-side systems.
- Some afterhours work will be required.

Skills and Qualifications:

As an IT professional, your background should include:

- Excellent customer service skills with supporting client needs in a complex technology environment in a helpdesk environment.
- Excellent knowledge of SCCM and Microsoft Intune for software deployment, patch management, and asset management
- Current knowledge of business software applications including; Windows 10, Office 365 (Word, Excel, PowerPoint, Outlook, SharePoint, Skype, Teams), and Adobe Creative Cloud (Acrobat, Photoshop, In Design, Illustrator).
- Significant knowledge of Windows server including Active Directory, GPOs, file shares, permissions, PowerShell and networking.
- Significant knowledge of computer hardware including desktops, laptops and peripherals.
- Strong knowledge of security best practices including anti-virus/anti-malware, client firewalls and encryption. Knowledge of Palo Alto Cortex XDR an asset.
- Strong knowledge of mobile devices and communications and strong knowledge of Microsoft Intune.
- Strong Knowledge of Microsoft SharePoint Online and Microsoft OneDrive
- Strong knowledge of TCP/IP networks, including switching concepts, routing, and wireless technologies. Knowledge of network access control systems an asset.
- Knowledge of Teams Voice or VoIP telephony systems an asset.
- Knowledge of audio/visual, video conferencing and printing an asset.
- Knowledge of remote assistance tools, such as TeamViewer, an asset
- Excellent verbal and written communication skills to relay complex technical issues, resolutions and training to non-technical people.
- Excellent analytical skills and the ability to solve complex problems.
- Ability to handle multiple tasks and work under deadlines.
- Degree or college diploma in Computer Science/Systems or related field of study with 5 years' work experience in administration of systems software and support. Industry certifications (A+, Network+, Microsoft Certified) are an asset.

Salary: We offer a competitive salary and benefits package.

Other Considerations:

During this time, Waterfront Toronto is operating in a hybrid work environment with employees currently required to work at least two days per week in the office for collaboration and engagement, with the option to work remotely for the remainder of the week. In addition, Waterfront Toronto has a mandatory COVID-19 vaccination policy that requires all staff and visitors to the office, including prospective new employees, be fully vaccinated by a Health Canada approved COVID-19 vaccine. Individuals with valid medical or other human rights-based exemption will be considered for appropriate accommodation within the policy.

Application Process:

Candidates should email their resume and cover letter, together in one (1) PDF document to: careers@waterfrontoronto.ca, quoting **File #22-12**, no later than **June 2, 2022**.

We thank all applicants for their interest, however, only those selected for further consideration will be contacted.

Waterfront Toronto is an equal opportunity employer, committed to representing the diversity of the city of Toronto on our team and fostering an inclusive workplace. To this effect, you are encouraged to reflect upon the diversity you would bring to the role within your application, including, but not limited to, identifying with one or more of the under-represented groups identified within the Ontario Human Rights Code. We will provide equitable treatment and accommodation to ensure barrier-free employment. If you require accommodation under the Ontario Human Rights Code or Accessibility for Ontarians with Disabilities Act, 2005 (AODA) at any stage of the recruitment process, please advise and we will work with you to meet your needs, up to the point of undue hardship.