



IT Support Specialist Full-time, Permanent Position

RAM – 18iIT

Malatest is one of Canada’s largest independently owned and operated social research companies with office locations in Victoria, Edmonton, Ottawa, Toronto, and Halifax.

Currently, Malatest is looking for a frontline technical support specialist with exemplary skills to take responsibility for providing desktop and infrastructure support (across all five office locations) with network and server support as required. This opportunity is ideally located in Victoria, B.C.

This position will be of interest for someone with diverse skills who likes to keep busy with a high degree of efficiency and experience in service desk, systems management, asset management, servers and network, IT policies, privacy and security, and technical solutions planning.

Candidates will be considered for appointment, based on qualifications and experience. This position will report directly to the VP of Corporate Operations (located in Victoria) and collaboratively work with all departments and office locations.

Qualifications:

- A degree in Business, Computer Sciences, or technical certification (Network+, MCP, MCSA, or MCSE)
- 2-5 years technical support experience
- Proven work experience in a desktop support capacity
- Experience with Office equipment (VOIP telephony, printer, scanners, etc.)
- Strong interpersonal communication skills with the ability to clearly communicate with all staff
- General networking knowledge including TCP/IP and switched networks and network security

Staff members are required to adhere to Malatest’s privacy, security, confidentiality and quality standards and be legally entitled to work in Canada. For most of our work, staff members must be able to obtain security clearances with the Industrial Security Directorate Division of Public Works and Government Services Canada.

Duties and Responsibilities

- Service desktop support
- Systems Management
- Asset Management
- Servers and network maintenance
- IT policies, privacy and security, and technical solutions planning

| Familiarity with or ability to learn: | | | |
|---|------------------------------|---------------|-------------------------|
| • Windows 7/10 | • MySQL | • MS Exchange | • Asterisk phone system |
| • Administration of DNS, DHCP, and Windows Services | • Knowledge of RDMS concepts | • VM Ware | • Active Directory |
| • Windows Group Policy | • Dovecot | • MS Outlook | • OCS |
| • MS Office | • Postfix | • Snort | • Network Security |
| • Zabbix Software | • iRedMail | • Fail2ban | • HTML, CSS, JavaScript |



Proposed Mandate (may include based on qualifications and experience)

- Provides strategic advice, guidance, support and direction for technology initiatives
- Develops communications and updates regarding the status and/or input required for:
 - Policies to address technology and information management systems
 - Compliance updates related to privacy and security requirements that may have an impact on technology or implications and considerations that the company should maintain awareness of
 - Explored recommendations presented for technological tools and applications that will help to address ongoing or upcoming business requirements.

Working Conditions

Malatest is a fast-paced, consistently changing, dynamic work environment. Our IT Support Specialist will often set hours and work priority schedules based on the needs of the business. Standard office hours of operation are Monday to Friday, 8:30 a.m. to 5:00 p.m., although some hours may vary by task and other project requirements. Our call centre operations run evenings and weekend shifts.

As a member of our team, our IT Support Specialist must demonstrate integrity with their adherence to our privacy and security requirements; enjoys the independence that comes with being responsible for the installation and configuration of our technology systems; takes pride in doing a good job, while following instructions, accepting responsibility for the quality and completion of desktop support tasks, as required.

Posted: May 28, 2018**Closing Date: June 29, 2018****Location: Victoria, B.C.****Hours of Work:** 40 hours per week (scheduled hours may vary based on business needs);**Salary Range:** \$60,000.00 to \$65,000.00 per year (based on experience), plus benefits;

How to Apply?

Submit a cover letter and resume to Pamela Toovey, CPHR of Human Resources at resumes@malatest.com
Please quote the competition number **RAM-18iT**.

No calls please.

Note: While we would like to thank every candidate for your interest, only those shortlisted will be contacted.

R.A. Malatest & Associates Ltd. is an equal opportunity employer and will not discriminate against any employee or applicant from employment because of physical or mental disability, race, colour, religion, gender, sexual orientation or creed with regard to any position for which the employee or applicant is qualified. We are committed to ensuring employment equity within our workplaces. You are welcome to identify within your application if you belong to one of the four designated equity groups: women, Aboriginal, persons with disabilities and/or members of visible minorities.