

**OPPORTUNITY:**

Title: Information Technology, Coordinator
Reports to: Chief Financial Officer

LENGTH OF EMPLOYMENT:

Start Date: January 2019

HOURS OF WORK:

Golf Canada's regular hours of work are 40 hours per week, namely Monday to Friday, 8 hours a day and 5 days a week including a one-hour lunch. However, the demands of your position may require your hours of work to vary to meet the objectives of your employment. Due to the nature of this position, there may also be some travel required and the need to work some weekends.

APPLICATIONS:

Golf Canada - Human Resources
1333 Dorval Drive, Suite 1
Oakville, ON L6M 4X7
Email: resumes@golfcanada.ca
Visit: www.golfcanada.ca

OVERVIEW:

The Information Technology, Coordinator is responsible for the operation, maintenance and support of network administration, server and hardware maintenance, and user technical support of laptops, mobile devices, and the telephony system.

The position requires approximately 50% of time to be spent on Network Administration, 40% of time spent on User Support, and 10% of time spent in other areas of business such as increasing efficiencies and reducing overall costs.

Scope of work includes, review and management of Windows domains, Linux web servers, wired and wireless networking and protocols, configuration and structuring of short-term and long-term backups, and user support for both software and hardware. The Information Technology, Coordinator will be able to liaise with outsourced technical support as required.

To be successful in this role you must be motivated to promote and encourage organizational strategy in regard to information technology. The successful candidate will be expected to take initiative to drive their professional growth within the role and possess the ability to communicate clearly in a way that audiences of all backgrounds will understand. Having experience with programming languages such as, PHP and SQL in particular, is considered an asset that greatly supports the troubleshooting of various web issues.

AREAS OF FOCUS:**Network Administration****50%**

- Support and maintain Windows Active Directory and Linux servers
- Administer and configure VMware systems and associated Storage Area Network
- Configure, monitor, and test daily backups
- Secure network traffic by managing Fortinet firewall, VPN, and anti-virus
- Setup and manage Mitel VoIP phones and voicemail systems

- Audit the security of corporate network, devices, and websites for vulnerabilities
- Investigating and implementing cyber-security initiatives

User, Hardware, and Software Support

40%

- Ensure user tickets are received and addressed in a timely manner
- Provide education to improve user efficiency and security
- Configure Office 365 and other common applications for use
- Set up and distribute new computers, and reimage and reconfigure existing inventory
- Maintain printer status and general tasks

Business Services and Information Technology

10%

- Negotiating contracts and services with vendors and MSPs
- Communicating with stakeholders in the management of projects
- Research and recommend systems as solutions to existing and potential business problems
- Liaise with all departments to provide feedback on IT costs and implementations
- Budgeting and forecasting the costs of the IT department
- Processing invoices related to IT expenses

REQUIRED SKILLS, KNOWLEDGE, & ABILITIES:

- Diploma or Bachelor's Degree in Computer Science, Information Technology, Network Systems Admin or other related fields;
- 2-4 years experience working in a similar capacity;
- Ability to be tactful, diplomatic and respectful of all confidential information;
- Must have an interest in solving problems and desire to learn and discover;
- Able to work effectively under minimal supervision;
- Basic understanding of the Linux command line;
- Knowledge and experience of networked environments, including wired, wireless, DHCP, DNS, VPN, and VLAN;
- Familiarity with virtual server environments, especially VMware vSphere;
- Experience with backup software, especially Backup Exec and Veeam;
- Familiar with imaging software for distribution of computers;
- Interest and curiosity to explore cyber-security initiatives and threats;
- Experience working with Active Directory, Microsoft Exchange, and Azure sync services is considered an asset;
- Experience with programming languages is an asset (especially PHP and SQL, though any other languages will be beneficial as well).

One (1) position available. Golf Canada will interview up to five (5) candidates. Forward cover letter and resume, by e-mail or mail only, NO PHONE CALLS PLEASE to the above contact by 12:59pm, December 12, 2018. Golf Canada thanks all applicants but will contact only those who will be invited for an interview.

Golf Canada has four core values "Respect, Responsiveness, Inclusion, Purposeful" and while these are included in each employee's offer of employment and annual employment letters, these core values are also an integral part of the Golf Canada recruitment, hiring and annual review process.

Golf Canada is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act ('AODA'). If you require accommodation during any stage of the recruitment process, please notify Human Resources at 905-849-9700.

Golf Canada is dedicated to employment equity and fostering diversity within the workplace in order to build an inclusive workforce where all employees have the opportunity to reach their potential.