

Job Description

Job Title: IT Consultant

Location: Waterloo, Ontario

Opportunity

PeaceWorks Technology Solutions is looking for an IT Consultant to join their Waterloo team. Are you interested in coming to work every day knowing that your contribution will help not-for-profit organizations achieve their goals and make a real difference in the world?

The IT Consultant is responsible for providing PeaceWorks' clients with effective advice, support, and leadership in meeting their IT needs in an affordable way. PeaceWorks' clients have a wide variety of needs. The IT Consultant must be a confident and capable communicator as well as a highly competent and knowledgeable IT expert. Working with non-technical people is common, and the ability to interpret complex IT-related concepts and relay them in non-technical terms is essential.

Specific responsibilities of the position include:

- Managing and building client relationships.
- Managing a client's operational requirements and strategic vision.
 - Understanding a client's operational and strategic requirements.
 - Combining these with appropriate and affordable IT solutions.
 - Designing an IT infrastructure that is affordable and effectively moves the client towards their goals.
 - Documentation: site assessments, project statements of work, and maintenance of client documentation.
- Maintaining comprehensive and current knowledge of IT best practices, both industry wide and within PeaceWorks, and an ability to work with a wide variety of components, including but not limited to:
 - Server and client operating systems,
 - Microsoft 365,
 - Backup, database, antivirus, email, and other common and essential software,
 - Network protocols and devices,
 - Security and IT systems monitoring,
 - General computing hardware.
- Managing the process of bringing a client's IT infrastructure up to current standards (project management).
- Participating in multiple teams responsible for supporting clients. This could be in a leadership or member capacity.
- Responsible for providing intermittent, scheduled support on PeaceWorks' HelpDesk. The HelpDesk addresses incoming client requests in order of urgency and impact. The role is primarily responsible for the successful troubleshooting and resolution of client support requests.

Requirements

- At least 5 years of experience in the Information Systems industry.
- Experience with Windows server and workstation.
- Working knowledge of server virtualization.

- Experience with Microsoft 365
 - Email and SharePoint migrations.
- Solid understanding of email infrastructure and technology, both server and client.
- Experience working with a variety of network topologies, devices, and protocols.
- Experience working on HelpDesk or SupportDesk, including the ability to provide technical support over the phone and via remote support applications. Ability to address client requests and inquiries in a timely manner.
- The ability to meet current Service Level Agreement Terms with PeaceWorks' clients.
- Excellent communication skills, both verbal and written.
- The ability to self-manage and prioritize tasks for multiple clients.
- The ability to work independently, and as a strong contributing member of the Waterloo team.
- Participate in off hours support rotation.
- Some lifting and carrying of equipment is necessary.
- Valid driver's licence and use of own vehicle.

Additional Qualifications:

Possession of any of these additional skills or qualifications would be an asset:

- Post-secondary education in Computer Science or Information Technology.
- Experience relating IT issues to public and not-for-profit sectors.
- Previous Consulting or Technical Sales experience.
- Courses in networking, system administration and/or hardware maintenance.
- Accreditation or Certifications such as the following:
 - MCA, MCM, MCITP, MCTS, MCDST, MSBC, MCSE.
 - RHCE, RHCT.
 - CCNP, CCNA, CCENT.
- Linux server experience.

About PeaceWorks

PeaceWorks Technology Solutions provides first-rate services and technology solutions that enable organizations to achieve their mission with increased ease and efficiency. We begin with genuine client-focused relationships, connecting client needs with sustainable and reliable technology solutions. PeaceWorks offers a complete suite of solutions including strategic planning, custom development services, CRM technologies, cloud computing, websites, network implementation, maintenance, and support.

PeaceWorks technology solutions are backed by skilled employees and supported by a diverse team of technical consultants. Our end-to-end solutions have made PeaceWorks the perfect choice for hundreds of not-for-profit and for-profit business clients for more than 25 years.

Application Process

Please send your resume and cover letter to: hr@peaceworks.ca. Your confidential application will be reviewed promptly by the interview team. We thank all applicants for their interest in the opportunity; however only those applicants selected for an interview will be contacted.

Please note: PeaceWorks has numerous clients who support vulnerable sector groups within the community. Therefore, the successful applicant may be required to complete a Criminal Record Check or similar record check upon hire.

PeaceWorks is an equal opportunity employer and does not unlawfully discriminate against any employee or applicant based on race, colour, religion, sex, place of origin, ancestry, age, ethnic origin, sexual orientation, citizenship, creed, family status, disability, or marital status. PeaceWorks believes in the dignity and worth of all individuals and promotes inclusivity and accessibility in our business practices. If applicants require accommodation during the hiring process, please contact hr@peaceworks.ca.