

Job Description

Job Title: IT Consultant

Location: Waterloo, Ontario

Opportunity

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? PeaceWorks Technology Solutions is looking for an IT Consultant to join their Waterloo team to help fulfil that mission.

The IT Consultant is responsible for providing PeaceWorks' clients with effective IT advice, support, and leadership to help meet their organizational 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:

- Work with clients to resolve IT system issues (includes user and infrastructure issues)
- Understand customer requirements and business objectives to provide strategic advice on using technology to achieve goals
- Manage and maintain client IT infrastructure environments
- Define, manage, and implement IT projects from start to finish
- Communicate directly with clients
- Organize tasks across multiple clients and projects

Skills / Requirements

- At least 5 years of experience in the Information Systems industry
- Ability to communicate clearly and effectively
- Strong troubleshooting skills
- Experience with Windows server
 - Installation and configuration
 - Administer Active Directory
 - Deploy DHCP and DNS
 - Manage File servers
- Working knowledge of server virtualization
 - Hyper-V and VMware preferred
- Experience with Microsoft 365
 - Migrations: Email and SharePoint
 - Administration: Users, mailboxes, and SharePoint sites
- Experience managing virtual machines in Azure
- Experience working with a variety of IT systems (e.g. Firewalls, wireless access point)

networks, etc.)

- 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.
- Ability to work independently, and as a strong contributing member of the IS team.
- Participate in off hours support rotation.
- Some lifting and carrying of equipment is necessary.
- Valid driver's licence and use of reliable, personal 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, or equivalent experience.
- 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:
 - Microsoft Role Based Associate or Expert Certifications
 - MCITP, MCTS, MCSE.
 - RHCE, RHCT.
- 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 over 20 years.

Application Process

Please send your resume and cover letter to: careers@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 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**](mailto:hr@peaceworks.ca).