



## IT Operations Assistant

MCIS Language Solutions is a non-profit social enterprise providing language interpretation, translation, transcription, skills testing and training services. We have 5,000 interpreters, 600 translators, and serve over 750 clients with 300+ languages. We are committed to our vision of connecting people globally through language. This is your opportunity to add value to a fast-growing organization with a productive work culture.

**VISION:** To connect people globally through languages.

**MISSION:** To improve access to critical information and services through high quality language solutions.

**VALUES:** Respect, Quality, Collaboration, Accountability and Learning.

Reporting directly to the Senior IT Specialist, this role is responsible for providing support to the Senior IT Specialist in day-to-day activities including general IT duties.

**This is a full-time permanent role.**

### **Duties and Responsibilities**

The IT Operations Assistant role is comprised of assisting the Senior IT Specialist with the following activities:

- Installing Windows 10 on new hardware that includes:
  - Hardware diagnostics.
  - Hardware customizing/configuring.
  - BIOS configuring.
  - PXE boot, Windows WDS.
  - Finding and installing appropriate drivers for the new hardware.
- Maintaining WSUS;
- Configuring system after Windows 10 installation that includes:
  - Optimizing system for performance.
  - Joining to Windows Domain.
  - Configuring network folders, network printers, network scanners, etc.
- Upgrading Windows 7 with Windows 10;
- Troubleshooting of Windows workstations hardware and software;
- Installing, configuring and troubleshooting VPN clients;
- Installing, configuring and troubleshooting VOIP software;
- Installing, configuring and troubleshooting network equipment (routers, switches, Wi-Fi devices, network printers/scanners);
- Monitoring and troubleshooting the Backup System;
- Monitoring and troubleshooting the Corporate Antivirus;

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- Installing, configuring and troubleshooting Antivirus Client Software on Windows workstations;
- Monitoring and troubleshooting the Corporate Firewall;
- Monitoring and troubleshooting printers, scanners, fax machines, internet routers;
- Creating technical documentations for IT infrastructure elements;
- Supporting MCIS users for IT related tasks;
- Contacting hardware/software vendors and service providers technical support for troubleshooting;
- Creating user manuals, instructions, recommendations for the IT end users;
- Monitoring and keeping the company IT security;
- Creating and maintaining users, groups, etc. in Windows Domain Active Directory;
- Monitoring and keeping the company Phone System (PBX, PSTN, VoIP, DTMF).

**The IT Operations Assistant will perform any other duties that are reasonably within the scope of this position.**

#### **Employment Requirements**

- Excellent English proficiency, both written and spoken;
- Excellent interpersonal skills;
- Strong research skills, ability to search, review and analyze relevant information from various sources;
- Strong conceptual, analytical and problem-solving skills;
- Ability to prioritize work and handle numerous projects simultaneously;
- Ability to listen actively, and to creatively find ways to satisfy customer requirements;
- Monitor quality assurance and error reduction, ability to identify and solve problems at an early stage;
- Data and records management;
- Demonstrated aptitude for continuous learning, innovative thinking and taking initiative;
- Ability to work both independently and as part of a team;
- Working knowledge and skills with IT system administration, ensuring that information security/assurance policies, principles, practices are an integral element of the operating environment, implementing security procedures and tools, and managing hardware and software obsolescence.

#### **Education**

- Should have a general post-secondary education in IT or computer related field, or a combination of experience and training;
- Training related to technology, and project management may be required;
- ITIL certification would be an asset.



**CLOSING DATE: Monday, February 8, 2021**

Qualified applicants are invited to submit a cover letter and resume with salary expectations to Kathleen Tran, HR Generalist ([Kathleen.tran@mcis.on.ca](mailto:Kathleen.tran@mcis.on.ca)) no later than **5:00 pm, Monday, February 8, 2021.**

**Accommodations for job applicants with disabilities are available on request.**