CASUAL OPPORTUNITY
DALLA LANA SCHOOL OF PUBLIC HEALTH
UNIVERSITY OF TORONTO

Hours of Work: Full Time
Hourly Rate: $26-29/hour
Length of Contract: 3 months with a possibility of extension

SUMMARY OF DUTIES

The Faculty's Information Technology team works together to support a dedicated and diverse group of academic and administrative professionals who exemplify excellence in their fields.

- As a member of the IT team, the IT Analyst supports Faculty, Staff and Students with workflow processes and custom applications that provide collaboration, organizing and communication for business processes based on assessment of stakeholder needs and in collaboration with established UofT technologies.

- The successful candidate will be part of a dynamic, collaborative, and innovative team focused on delivering high impact, transformational technology solutions.

- The incumbent will also work on data management and data security, overseeing workflow automation tools (Office 365, SharePoint, OneDrive) and assisting with Privacy and Security risk assessments.

QUALIFICATIONS and Effective skills and Experience

- Bachelor's Degree in Computer Science, Computer Engineering, or related discipline, or equivalent combination of education and experience.

- Minimum five years of relevant experience supporting complex systems and large user communities.

- Strong commitment to high quality customer service and service delivery.

- Experience in working with and understanding the needs of stakeholders.

- Demonstrated experience supporting users of business applications, training personnel, and producing user documentation

- Effective communication skills with supported community using Microsoft 365 Core applications: Word, Excel, Access, etc.,

- Effective knowledge and experience with the above MS applications and other communication technologies, e.g., ZOOM: meetings, webinars, rooms, etc. from both a user and support viewpoint.

- Effective Knowledge of MS SharePoint to manage – in coordination with the UofT – DLSPH SharePoint sites and management teams making:

  - Design, Layout, Themes and content changes on DLSPH Subsites

- Strong Organizational skills with guided and/or self-managed execution of required solutions and outcomes.

- Proven and Effective strong IT Analyst Skills related to Systems, Hardware, Software and Applications in an Active Directory Environment, including but not limited to Scripting (Python, Power Shell) AD Organization Units and Group Policy Objects

- Prior Experience with a HelpDesk Ticket & Tracking system with a proven ability to effectively track, manage and monitor the Ticket System including triage and escalation.

- Proven Troubleshooting support skills using technical – Internet search, Knowledge Base and Forums based – resources for hardware, software and applications issue resolution.

- Effective in developing / drafting resource materials such as Instructions / KB articles for supported constituents that cover use of technology such as Office 365, Zoom, Teams, Quercus/Canvas etc.

- Teaching Technology Support: On various UofT standard teaching applications including

  - Teams, Zoom and Quercus (Canvas)

- Occasionally moderating online course sessions for faculty or administrative staff as requested, including real-time support to resolve live issues with Classroom Based Technology.

- Content and User Management on the DLSPH Website – WordPress experienced preferred, occasional support.

The anticipated start date for this position is ASAP

SUBMISSION OF APPLICATION
Please submit a one-page cover letter and Curriculum Vitae to:

Adrian Gomes
IT Systems Administrator, Dalla Lana School of Public Health,
University of Toronto
E-mail: a.gomes@utoronto.ca