

IT Help Desk Administrator

Department: Business Technology

Reports to: Senior IT Manager Americas

Location: North Bay, ON

Job Type: Full-Time, 6 Month Contract, 40 hours per week

Date Posted: December 2, 2019

Application Deadline: December 9, 2019

About Cementation Canada:

You feel passionate about what you do. You made the right decision choosing your career path. The question is, are you in the right place? Is your full potential being realized, are you continuing to develop expertise in your chosen field, and does your passion remain strong? At Cementation we respect experience; we get excited about potential.

Cementation is an underground mine contracting and engineering company. We build mines. Structured to deliver design-build solutions for technically challenging projects, our people build world class shaft sinking and mine development projects. Our work requires a team approach where respect is expected and innovation is encouraged as long as safety is not compromised.

Being an employer of choice in the mining industry has always been a mainstay of our mission statement, and Cementation is proud to have been selected as one of Canada's Top 100 Employers for seven years. Open the door to new opportunities and grow with us.

Key Accountabilities:

- Effectively use Help Desk Ticket System to manage day to day requests.
- Troubleshoot employee computers.
- Format/Install/Configure new and old computers.
- Review Backups to ensure completeness, test restore on monthly schedule.
- Work with and set up VPN software.
- Troubleshoot printing issues.
- Grant or deny access and permissions to resources.
- Maintain and manage an inventory of computer and network equipment.
- Attend meetings as required.
- Create, edit and modify users and emails.
- Travel as required to our project sites and offices. Travel may include Canadian and US assignments.
- Other duties as assigned.

Skills, Knowledge, and Abilities:

- Able to work in a group environment.
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment.
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times.
- Able to effectively prioritize workload to ensure deadlines are met.
- Able to troubleshoot in a fast paced, complex environment, including working with remote clients over phone

and email.

- Familiar with remote desktop software.
- Proficient with HP, Canon and Xerox printers in a network environment.
- Basic understanding of Firewalls and Routers.
- Working knowledge of Windows 10 installation and troubleshooting.
- Proficient in current Office products.
- Experience with SolidWorks/AutoCAD is be considered an asset.

Qualifications:

- College diploma or equivalent.
- 1 years experience.
- Microsoft Certifications would be considered an asset.

All external candidates can apply by submitting their application to <https://cementationjobs.applicantpool.com/jobs/>