



BRANKSOME HALL

IT Support Specialist

Employment Terms: Permanent, Full-Time

Start Date: ASAP

Branksome Hall, a leading independent International Baccalaureate (IB) World School for girls challenges and inspires students to love learning and shape a better world. Through the unique combination of wellbeing, outstanding academics and international mindedness, Branksome Hall students and employees become impactful leaders who give back to their communities. With our values of Sense of Community, Inclusiveness, Creativity and Making a Difference as a foundation, Branksome Hall offers a strong liberal arts curriculum that develops critical thinking and inquiry skills.

The Opportunity:

Branksome Hall is seeking an IT Support Specialist with strong communication skills and a proven ability to provide courteous, timely, and effective hardware and software support to technology users. Reporting to the IT Support Manager, the incumbent will have the opportunity to collaborate with the team to further enhance the areas of software deployment, mobile device management, and hardware refreshes to meet the evolving needs of the school, students, employees and stakeholders.

Responsibilities will include but are not limited to:

- Provide onsite, telephone and remote support for software and hardware technical issues for employees and students;
- Liaise with third party providers, ensuring their IT needs are being met;
- Be the first line of support in troubleshooting and repairing software and hardware faults including but not limited to infected and locked computers, printer jams, wireless issues;
- Collaborate with other members of the IT Department to complete stakeholder requests and meet department goals;
- Provide support to school events including, but not limited to, managing the audio, video and multimedia equipment, assisting with set up and take down of IT-owned equipment, and troubleshooting where necessary;
- Assist with the setup and configuration of network devices such as access points, switches, and routers;
- Image and deploy employee and student computers;
- Manage systems and accounts in Active Directory, Microsoft 365, Google Workspace, and Jamf Pro mobile device management.
- Troubleshoot related end-user issues in Google & Microsoft productivity suites.
- Transport computers, printers, peripherals, and audio/video equipment (up to 40 lbs.) throughout the campus as needed.

Candidate Profile

The ideal candidate will have post-secondary training in the field of computer science, information systems or related field as well as a minimum of two years' previous experience troubleshooting technology issues across the three areas of end-user devices, tier-1 infrastructure, and data related issues. Additionally, the incumbent will have experience working with Windows, Windows Server, MacOS, and iOS. A+ Certification, knowledge of Active Directory, DHCP, DNS, firewall and security concepts, Jamf Pro, PDQ, Papercut, and A/V equipment are considered assets. You are proficient in Microsoft Office Suite as well as Google Workspace platforms and have the ability to learn new softwares to meet evolving school needs with ease. An equivalent combination of education and experience will be considered.

Committed to providing exceptional customer service, the IT Support Technician builds strong relationships and engages with various stakeholders, bringing a positive, "can do" approach.

With the ability to work well both independently as well as part of a team, you are flexible, highly organized and are able to present ideas and solutions using user-friendly language with tact.

How to Apply:

To join a leading educational institution and dynamic team, please [submit](#) your resume and cover letter. **Applications will be reviewed on an ongoing basis.** This posting will remain active until the position has been filled.

Applications (resume and cover letter) can also be sent to:

Branksome Hall – Human Resources
10 Elm Avenue
Toronto, Ontario
M4W 1N4

Branksome Hall is an equal opportunity employer and welcomes applications from all candidates who meet the minimum requirements for the position. Branksome Hall is strongly committed to diversity, equity and inclusion within its community and especially welcomes applications from racialized persons/persons of colour, Indigenous/Aboriginal People of North America, persons with (dis)abilities, LGBTQ persons, and others who may contribute to the further diversification of ideas, and champion diversity in its broadest sense. Accommodations are available upon request for candidates engaging in all parts of the recruitment and selection process at Branksome Hall.

As an educational institution, with the health and safety of our community as a priority, we require all employees to be fully vaccinated prior to their start date.

We thank all candidates for their interest; however, only those selected for an interview will be contacted.

To learn more about working at Branksome Hall, please visit www.thinkerswanted.ca or visit our website at www.branksome.on.ca.