

We have an immediate opening for an IT professional with extensive technical, customer service, communication and troubleshooting skills for the following position:

**Platform Specialist**  
**Sudbury**  
Competition #20-26-ITWS

**What we do**

Contact North | Contact Nord helps underserved Ontarians in 600 small, rural, remote, Indigenous and Francophone communities by making it possible for them to access education and training without having to leave their communities.

**What you do as a member of our team**

Reporting to the Director, Financial Services & Organizational Planning, the Platform Specialist:

**Systems Maintenance and Innovation**

- Works as part of a team of specialists, where team members work collaboratively and autonomously to ensure all Contact North | Contact Nord platforms, systems and services operate optimally and without unscheduled interruption
- Supports and learns from other team members to resolve problems or technical support requests, researching and proposing innovative technological solutions to improve efficiency, productivity and user experience
- Functions as an proactive member of a self-managing team

**Lead for Assigned Area of Service**

- Provides leadership, within the team and the organization as a whole, on an assigned area of service (e.g. web conferencing, videoconferencing, learning management systems, SharePoint, etc.), requiring developing in-depth knowledge and expertise through research, self-study, discussions with suppliers and stakeholders and participation in community of knowledge for the area of service
- Produces full documentation, technical and troubleshooting instructions and training material for the area of service
- Provides appropriate level of training to the identified backup for the area of service, team members providing support and end users for the assigned area of service
- Acts as backup for another area of service

**Customer Support**

- Provides Tier 2 support, and back-up Tier 1 support, to both internal and external clients who are using Contact North | Contact Nord's information technology platforms, systems and services
- Uses active listening skills, probing and troubleshooting techniques to successfully resolve technical support issues over the phone and via web tools with clients who often have a very basic knowledge of Contact North | Contact Nord's information technology platforms, systems and services
- Identifies issues requiring Tier 3 support and escalates when appropriate
- Provides appropriate follow-up, documentation (ticketing system) and response to client

### What you need to be successful

- College advanced diploma or university degree in information technology, computer science, networking and internetworking, or a related field
- Excellent communications skills, with an equally high standard of verbal and written English communication skills
- French verbal and written communication skills an asset
- 3-5 years' experience operating, installing and supporting information technology platforms and systems, including providing a high level of service and direct support to end users
- Working knowledge of Microsoft and open source operating systems; MS, Cisco or other certification an asset
- Highly developed analytical, problem solving and organizational skills, with demonstrated ability to diffuse problematic situations and provide a positive client experience
- Team leadership and project management experience
- Proven ability to work with minimal supervision, as part of a self-managing team
- Valid, class G driver's license

### What we provide

- A dynamic and friendly work environment where employees have an opportunity to do meaningful work helping Ontarians get the education and training they need, contribute their expertise to improving the services we offer and continue to develop their potential
- 35 hours per week, Monday to Friday, between 7:30 a.m. and 11 p.m. on a rotating shift schedule; ability to work some overtime and/or accommodate sporadic weekends is required
- An attractive compensation package:
  - \$23.63 → \$27.39 per hour starting wage based on experience
  - Shift premium for evening shift, 1.5x after 35 hours
  - Competitive full-range benefits package
  - Employer/Employee Group RRSP matching contribution plan of 6% each
  - 15 days of accumulated paid vacation annually

### How to apply

- **This position is open until filled**
- Submit to [resumes@contactnorth.ca](mailto:resumes@contactnorth.ca) with a cover letter and resume
- Quote Job Competition number **#20-26-ITWS** in the subject line of the email

*We are an **equal opportunity** employer. Upon request, accommodations due to a disability are available throughout the selection process.*