



## **ABOUT US**

Turning Leaf Support Services is a non-profit, charitable organization dedicated to providing crisis and treatment services to those experiencing intellectual challenge and mental illness.

Our services are provided by caring, skilled community members that are dedicated to helping those experiencing intellectual challenge and mental illness. Our employees are deeply committed to working with participants in addressing the seemingly insurmountable obstacles they face every day: addiction, discrimination, homelessness, poverty, stigma, isolation, and loneliness. Turning Leaf Support Services builds trusting relationships with people, helping them engage a process of change and providing a sense of hope.

Being a part of the Turning Leaf family means you will have the opportunity to make a direct and positive impact on people's lives every day. The work is challenging in all the best ways and deeply rewarding. Many of our employees say they have found their life's purpose while working here.

Turning Leaf Support Services provides ongoing, meaningful training to ensure we remain an industry leader, that our employees have the skills and confidence to be successful in their careers, and so our participants receive the best possible support services to help them live the life they imagine for themselves.

We are an organization that pledges to uphold a workplace culture of inclusion, diversity, compassion, and respect. We are constantly growing, and we are always hiring. If you feel called to be a part of the Turning Leaf team, please apply today.

## **DESKTOP SUPPORT TECHNICIAN JOB SUMMARY**

The Desktop Support Technician contributes to the efficient operations of Turning Leaf's I.T department. The Desktop Support Technician will report directly to the I.T Coordinator. It is a fast-paced role that interacts with all divisions within the Agency and provides the opportunity to be innovative and make an impact.

This is a paid term placement for up to a 10-weeks. It is a fast-paced role that interacts with all divisions within the Agency and provides the opportunity to be innovative and make an impact.

## ESSENTIAL REQUIREMENTS

- Cover Letter and updated Resume
- 18-30 years old
- Current Criminal Record check with Vulnerable Sector Check, Adult and Child Abuse Registry Checks' (no older than three months)
- Is a Canadian Citizen, permanent resident, or person on whom refugee protection has been conferred under the Immigration and Refugee Protection Act\*; and (c) is legally entitled to work according to the relevant provincial / territorial legislation and regulations.
- Available to work Monday through Friday as well as occasional evenings and weekends
- Working knowledge of Windows 7 & 8, Windows 2003/08/12 Server, Exchange (Hosted), and the Office 2010, 2013, Office 365 suite of applications is required
- Available for occasional travel to other cities as required
- Three employment references

## QUALITIES AND QUALIFICATIONS

- MS Office 365 Administration and Configuration
- Knowledge of PC configuration and a Microsoft networking environment
- Good understanding of WAN communications (DSL, VPN, Routers)
- Knowledge of the TCP/IP suite of protocols
- Familiar with Android and iPhone iOS
- Candidate must be self-motivated, capable of independent reasoning and troubleshooting, and possess the ability to work reliably and responsibly both independently and in a team environment
- Relevant valid industry certifications are an asset
- Excellent oral and written communication skills are necessary
- Excellent organizational and troubleshooting skills, with a strong attention to detail
- The ability to work in a fast-paced environment, with a focus on achieving positive results
- Solutions-oriented and the ability to think creatively and critically
- Strong interpersonal skills, the ability to interact with all levels of personnel, treat all with dignity and respect, and open and receptive to people's needs.

## SUMMARY OF JOB DUTIES AND RESPONSIBILITIES

- Troubleshooting and resolving client IT problems
- Tracking and documentation in our internal systems
- Frequent client communication using, phone, email, chat, and in person.
- Other duties as assigned

## ADMINISTRATIVE SUPPORT ASSISTANT BENEFITS

- Hourly paid

## HOW TO APPLY

Please submit your detailed cover letter and resume to [hr@tlservices.ca](mailto:hr@tlservices.ca)