

**Job Posting – Desktop Support Specialist (1 year contract)**

**Closing Date:** September 14, 2017  
**Organization:** Right To Play International  
**Department/Division:** Headquarters  
**Work location:** Toronto, Canada

**BACKGROUND:**

Right To Play is a global organization committed to improving the lives of children and youth affected by conflict, disease and poverty. Established in 2000, Right To Play has pioneered a unique play-based approach to learning and development which focuses on quality education, life skills, health, gender equality, child protection and building peaceful communities. With programming in over 20 countries, Right To Play transforms the lives of more than one million children each week using play and sports, both inside and outside of the classroom. In addition to our work with children, Right To Play advocates with parents, local communities, and governments to advance the fundamental rights of all children.

Right To Play is headquartered in Toronto, Canada and has operations in North America, Europe, the Middle East, Africa and Asia.

Visit us at [www.righttoplay.com](http://www.righttoplay.com)

**JOB SUMMARY:**

Reporting to the Director Information Technology, the Desktop Support Specialist is responsible for providing technical support and training to employees at Right To Play HQ and the Canadian National Office. In addition, the Desktop Support Specialist will assist with research and execution for various projects.

While primarily providing frontline support to users, the successful applicant will be able to get involved in complex IT projects and software deployments for a dynamic organization with offices in over 20 countries. This is a fantastic position for someone who has significant interest in pursuing a career in systems administration. Working closely with the IT Manager, the successful applicant will have administrative access to our Microsoft cloud based applications (Office 365 and Dynamics 365), various virtualization platforms, Linux and Windows servers, a variety of networking technologies and equipment, and a stable, complex global network spanning 3 continents.

The ideal candidate would have an affinity towards troubleshooting IT issues, exhibit excellent interpersonal communication skills, and have a can-do attitude. They should also have a desire to learn, excel and expand their knowledge far beyond the typical entry level help desk position.

**PRIMARY RESPONSIBILITIES:**

**Job Responsibility #1: IT Support (65% of Time):**

The Desktop Support Specialist will be expected to learn about various technologies implemented at RTP, and be able to provide day-to-day assistance to users. The common tasks that will be performed include, but are not limited to:

- Software troubleshooting in a Microsoft based environment (Office 365, Dynamics CRM)
- Hardware troubleshooting
- Basic network (LAN) troubleshooting (Switches, DHCP, DNS)
- Basic Exchange Online troubleshooting (Outlook connectivity, message tracking, content filtering, etc).
- Printer & Photocopier maintenance (toner replacement, paper jam clearing, printer mapping and driver installation, etc.) for Canon enterprise and non-enterprise/desktop grade printers
- Documenting all tasks performed, and following up on unresolved issues
- Troubleshooting mobile device email connectivity issues (iOS, Android)
- User account maintenance in Active Directory (on boarding/off boarding of new users, password resets, user name changes, information updates,)
- Imaging of desktop and laptop equipment for new staff or as required to resolve technical issues
- Installing function specific applications as required

---

**Job Responsibility #2: IT Administration (20% of Time):**

The Desktop Support Specialist will engage in administrative duties related to IT, including but not limited to:

- Purchasing of IT equipment including desktops, laptops and peripherals for use by RTP staff
- Administration of Right To Play cellphone travel packages depending on management's travel schedules
- Administration of Right To Play internal Avaya telephone system: setting up accounts, connecting phones, ensuring proper function of desktop telephones
- Administration and scheduling of internal equipment use: keeping track of what devices are lent to staff, when they will be returned and that they are in proper functioning condition
- Administration of user account rights in SharePoint
- Follow-up with Right To Play's external IT service providers to ensure task completion and user assistance.
- Monitoring equipment lifecycle to ensure prompt replacement for obsolete equipment
- Safely removing and disposing systems which may contain confidential data

**Job Responsibility #3: Staff Onboarding and IT Training (15% of Time):**

The Desktop Support Specialist will engage in staff onboarding and training duties related to IT, including but not limited to:

- Creation of training/"how to" documentation for internal Right To Play systems
  - Documenting existing systems and updating existing technical documentation
  - Delivering basic staff onboarding training for new staff related to IT systems
  - Delivering "lunch and learn" sessions on topics of common interest, targeting frequently asked questions and general IT security awareness
- 

**MINIMUM QUALIFICATIONS (must have):**

**EDUCATION/TRAINING/CERTIFICATION:**

- Post secondary degree/diploma in computer science/information technology, or equivalent experience
  - CompTIA A+ certification a definite asset
- 

**EXPERIENCE:**

- Minimum 2-3 year of desktop support in a Microsoft Active Directory Environment
  - Experience providing in-person and remote support in a business environment
- 

**TECHNICAL SKILLS/KNOWLEDGE:**

- Strong skills with Microsoft Office 2016
  - Strong knowledge of Microsoft Windows desktop operating systems, Windows 7 and Windows 10
  - Basic understanding of Microsoft based resource sharing across a network (LAN)
  - Understanding of basic TCP/IP networking (DNS, DHCP, Switches, Routers, IP Addresses)
  - Basic understanding of Microsoft Exchange and email transport (SMTP)
- 

**COMPETENCIES/PERSONAL ATTRIBUTES:**

- Strong attention to detail with a high regard for quality & professionalism
- Ability to be flexible and extremely adaptable in a fast paced environment
- Excellent analytical and problem solving skills
- Ability to work independently as well as part of a team
- Ability to maintain a positive attitude
- Ability to take on several responsibilities while ensuring timely task completion and following through on all items
- Strong communication skills, both written and oral, as well as interpersonal

- An interest in and affinity for learning new skills
- 

**LANGUAGES:**

- Fluency in oral and written English
- 

**DESIRED QUALIFICATIONS (an asset):**

- Working knowledge of Office 365 collaboration suite
  - Working knowledge of Microsoft Exchange 2013 and Exchange Online in a hybrid configuration
  - Working knowledge of Windows Server 2012, 2012R2 and 2016
  - Working knowledge of Microsoft SharePoint 2010, 2013 and Online
  - Working knowledge of Microsoft Dynamics CRM
  - Experience with PowerShell based administration for Windows clients and Windows Server, and Office 365
  - Exposure to Sophos UTM, HP and Dell networking equipment
  - Exposure to Hyper-V 2012R2 and Hyper-V 2016
  - Exposure to system imaging tools (Symantec Ghost, Acronis TrueImage)
  - Comfortable delivering training one on one or in small groups
- 

**SPECIAL CONDITIONS:**

- Ability to work evenings and weekends if required
- 

**Compensation:** We offer a competitive salary and benefits package

**Employment Start Date:** Immediately

**Contract Duration:** 1 year

**HOW TO APPLY:**

If you are interested in applying for this position, please send your resume and cover letter to:

[akemp@bdrconsultants.com](mailto:akemp@bdrconsultants.com) and kindly include "Response to HR Desktop Support Specialist" in the subject line. Please indicate your salary expectations in the cover letter.

While we thank all applicants for their interest, only those selected for interviews will be contacted.

Right To Play is a child-centered organization. Our recruitment and selection procedures reflect our commitment to the safety and protection of children in our programs. **The successful candidate will be required to provide a satisfactory police record check as a condition of employment.**



All applicants are notified that, where needed, accommodation for disabilities will be provided on request. This includes accommodation for attending interviews and assessment tests. Please note that Right To Play does not assist with relocation.

To learn more about who we are and what we do, please visit our website at [www.righttoplay.com](http://www.righttoplay.com).

