Position:	IT Analyst, Level 2 Support
Site:	Hybrid: MaRS Discovery Tower + Work from Home
Department:	Grand Challenges Canada
Reports to:	Director, Digital Transformation and Information Security
Status:	Full-time, Permanent
Salary:	$60,562/year + benefits

Grand Challenges Canada (GCC) is dedicated to supporting Bold Ideas with Big Impact®. Funded by the Government of Canada and other partners, GCC funds innovators in low- and middle-income countries and Canada. The bold ideas we support integrate science and technology, social and business innovation – we call this Integrated Innovation®. We have a determined focus on results, and on saving and improving lives. GCC works closely with a global network of partners to bring successful innovation to scale, catalyzing sustainability and impact.

As one of the largest impact-first funders in Canada, GCC has funded over 1,300 innovations championed by innovators in more than 106 countries. These innovations have already improved 10 million lives, and are expected to save up to 1.78 million lives and improve up to 64 million lives by 2030.

Information Technology at GCC
Reporting to the Director, Digital Transformation and Information Security, the Information Technology Analyst acts as first-line IT support, assisting senior management and other end users with basic troubleshooting of professional computers and on-premises technology.

Core Responsibilities:
- Provide exceptional customer service in person, via phone, and email as appropriate.
- Communicate clearly and professionally with clients regarding their IT-related issues.
- Assist IT Analyst – Level 1 support as needed.
- Assume ownership of IT tickets and see them through to client-confirmed resolutions.
- Set up, configure and standardize end-point devices, including but not limited to workstations, laptops, smartphones, printers, servers, firewalls, WAPs, and other peripherals.
- Install, configure, and support the client component of various approved hardware and applications.
- Resolve end users' technical issues and service requests on time.
- Log all support requests and follow-up details into an internal ticketing system.
- Monitor and enforce the company's cybersecurity policy on individual workstations and servers.
- Troubleshoot and maintain network, Wi-Fi, and telephony connectivity.
- Audit and inventory all computer assets
- E-mail configuration and staff support.
- Onboard employees, image laptops, create user accounts and grant access to various IT systems.
- Other duties and projects as required and assigned/approved by the Director, Digital Transformation and Information Security.

Knowledge & Skills:
- Excellent interpersonal and customer service skills to provide end-users with the highest level of support on technical issues.

- Strong organizational skills and ability to perform multiple tasks concurrently and respond to emergencies effectively.
- Excellent communication skills (both oral and written) and the ability to communicate technical/complex information to technical and non-technical users alike.
- Strong understanding of:
    - TCP/IP in LAN/WAN technologies.
    - Desktop, server and laptop hardware.
    - Windows 10/11 and Mac OS.
    - Microsoft Office suite.
    - VPN troubleshooting.
- Excellent problem-solving, diagnostic and analytical skills, with the ability to troubleshoot desktop and server hardware issues.
- Able to assess problems to identify causes, gather and process relevant information, generate possible solutions, make recommendations, and resolve the problem autonomously.
- Must demonstrate flexibility and adaptability in an environment of rapid technological and business change while maintaining enthusiasm and displaying sound judgment.
- Provent team player that can also work independently and with a remote team with minimal supervision.
- Understanding of IT Security principles and best practices.
- Must be detail-oriented and able to plan/prioritize tasks and projects.
- A highly motivated with excellent interpersonal skills and the ability to work in a fast-paced environment.
- Cisco, Microsoft or other industry certifications would be an asset.

Experience & Education:
- Undergraduate degree in Information technology or equivalent with a minimum of 3 years of experience in IT Support.
- Hands-on server administration experience, including but not limited to:
    - Active Directory account management
    - Group policy management
- Hands-on experience with productions such as:
    - Microsoft Azure
    - Microsoft Intune
    - SharePoint
    - Microsoft 365
    - Exchange

People with disabilities and people with lived experiences in relevant thematic areas are encouraged to apply.

Don't meet every single requirement? *Studies have shown that women, people of color, people from LGBTQ2S+ and disabilities communities are less likely to apply to jobs unless they meet every single qualification. At Grand Challenges Canada, we are dedicated to building a diverse, inclusive, authentic, and accountable workplace, so if you're excited about this role but your experience doesn't align perfectly with every qualification in the job description, we encourage you to apply as you may be the ideal candidate we are looking for.*

Location and Work Requirements:
- We are currently working in a hybrid model. However, as a condition of employment, all GCC staff are required to be available to travel to, and work from the Toronto main office, as business and operational needs require. Any expenses related to travel and or relocating to Toronto are the sole responsibility of the employee and will not be reimbursed by GCC.

- Applicants must be eligible to work in Canada.

Benefits
- Health and Dental provided by Sunlife Canada effective on start date.
- Enrollment in the Healthcare of Ontario (HOOPP) Defined-Benefit Pension Plan
- Four (4) weeks of paid vacation
- Four (4) day work week (with Friday as a flex/off day), excluding weeks with Statutory holiday (program reviewed annually)
- Access to Employee Assistance Program (EAP), and UHN added value benefits such as fitness, spas and wellbeing, hotels and travel services, and retail discounts.

Term
- Start date: As soon as possible
- Full-time, Permanent

Application process
- Please submit your resume and cover letter here.