



Wycliffe
College

IT Specialist

Wycliffe College, a graduate-level theological college at the University of Toronto, is currently seeking to fill the position of IT Specialist.

Reporting to the Program Director, the IT Specialist is a key position ensuring the smooth and efficient IT operations of the College.

KEY RESPONSIBILITIES

- Providing technology support for faculty and staff in their offices, in the classroom, and remotely to home offices.
- Teaching faculty and staff how to troubleshoot and solve minor technology issues as needed.
- Supporting educational LMS system for faculty and staff
- Oversee Classroom technology support including training of Faculty, Staff and Teaching Assistants
- Maintaining existing network environment to a standard that meets business operational needs and implement appropriate security measures. This includes VOIP phone and key card management system.
- Identifying initiatives that proactively address network security, maintenance of software, and configurations. Maintenance of Server infrastructure and backups.
- Supporting A/V requirements for College events.
- Devising and presenting strategies that meet business needs in an innovative and cost-effective way, with flexibility to adapt to multiple sourcing approaches.
- Liaising with University of Toronto Operations Centre and Enterprise Infrastructure group, when required, to maintain stable connectivity to College network resources.

REQUIREMENTS (Qualifications, Experience & Skills)

- College degree/certificate in computer science or similar experience
- 5+ years' practical experience in technology support environment
- Experience M365 environment, including Teams and SharePoint
- Ability to communicate effectively in writing and verbally with clients/faculty/staff
- Ability to manage competing priorities and deliver on time
- Excellent recordkeeping, with strong attention to detail
- Proactive – able to foresee potential problems or areas in need of improvement
- Initiative – able to recommend procedural changes, as necessary
- Ability to work independently, detail-oriented, accurate, and self-discipline collaborator
- Excellent team player

Located in the heart of the University of Toronto, Wycliffe College is a graduate school of theology in the Anglican tradition, offering degrees at the Masters and Doctoral levels to students of diverse Christian faith traditions. We faithfully serve the educational mission of the Christian Church by preparing individuals for vocational and lay ministry: through excellence in theological scholarship and spiritual formation.

Salary Range: Commensurate with education and experience.

Please apply, in confidence, by uploading a cover letter and resume, by April 30, 2024 to <https://www.cognitoforms.com/WycliffeCollege/EmploymentApplication>.

For more information about Wycliffe College, please visit www.wycliffecollege.ca