



IT Support Technician

Canadian Museum for Human Rights

Winnipeg, Manitoba, Canada

Overview

The Canadian Museum for Human Rights (CMHR) is the first museum in the world solely dedicated to the evolution, celebration and future of human rights. It is the first national museum in Canada to be built outside the National Capital Region. Located in the heart of Canada in Winnipeg, Manitoba, the CMHR rises from the Prairie earth at The Forks, which has been a meeting place for over six thousand years.

The CMHR delivers an immersive, interactive and memorable experience for visitors of every background, age and ability. Each visitor has access to a fully reinvented museum experience that reflects a design approach that sets new Canadian and world standards for inclusion and universal accessibility.

We are seeking talented individuals who are motivated to share their passion and commitment to join our team. Together, we aim to enhance the public's understanding of human rights, to promote respect for others, and to encourage reflection and dialogue.

Key Responsibilities

The IT Support technician provides IT technical help desk support for the organization, troubleshoots issues in exhibitions and supports business users.

- Provides IT support to business users by troubleshooting daily network and systems issues
- Provides IT support for exhibitions by troubleshooting routine system A/V issues
- Provides Tier 1 IT and A/V support related to IT and exhibits. Service delivery to include but not limited to Client/Server, LAN/WAN, VPN, internet and intranet technologies, IP video, VoIP, network security, maintenance, optimization, and emerging wire line and wireless technologies.
- Assists with current projects and rollouts of services in support of CMHR initiatives and roadmaps; identifies and addresses all IT and business-related issues; and interacts with cross-functional teams.
- Troubleshoots with point-of-sales and ecommerce systems (Tessitura, Shopify, etc.)

Skills and Qualifications – Required

- Working knowledge and ability to troubleshoot issues with the following technologies:
 - Microsoft Client operating systems
 - Apple OS
- Understanding of standard client/server, networking, and internet fundamentals
- Enrolment in post-secondary education at the degree or diploma level in a relevant field
- Ability to prioritize tasks based on operational priorities
- Ability to follow applicable safety regulations regarding scissor lifts, ladders and personal protective equipment (PPE)



Skills and Qualifications – Desired

- The ability to communicate in both official languages, oral and written, is an asset
- Experience working in the service industry
- Related certifications would be considered an asset
- Working knowledge of:
 - Microsoft unified communications
 - Cisco routing, switching and security
 - Voice over IP solutions
 - Microsoft SharePoint
 - Point-of-sale and ticketing systems
 - Analytics systems

Attributes

- Effective interpersonal skills
- Discretion, tact, initiative and sound judgment
- Excellent time management skills
- Excellent incident and change management skills
- Excellent client relationships
- Strict attention to detail yet always in consideration of the high-level goal
- Flexible
- Excellent troubleshooting / problem-solving skills

Official Language Proficiency:

Bilingual non-imperative

Working Conditions and Physical Demands

- Work is in an office environment
- Must be able to work Friday evenings, Saturdays and Sundays
- May require long periods at a desk, reading of lengthy documents, and time in front of a computer
- May require long periods of standing and walking
- May require the need to crouch into tight spaces
- Requires some heavy lifting

Conditions of Employment

- Security Screening Level - Reliability Status
- Child Abuse Registry Check



Application Procedure

Interested applicants should submit a cover letter and résumé through CMHR's Careers page at <https://humanrights.ca/about/careers> by **October 11, 2019**. The cover letter must provide **concrete examples that illustrate** how they meet the education and experience factors listed in the Qualifications – Required and Desired (if applicable). Résumés will be used as a secondary source to validate the education and experience described in the cover letter.

The Canadian Museum for Human Rights is committed to developing inclusive, barrier-free recruitment processes and work environment. Please advise the HR representative if accommodation measures must be taken to enable you to apply and be assessed in a fair and equitable manner.

All applicants will receive a confirmation of receipt of their application. We thank all applicants for their interest, however, only those selected for an interview will be contacted.

Intent / Result of process: An eligibility list of qualified candidates may be created as a result of this process. The list would have a retention schedule of six months.