

Now hiring.

IT & Communications Technician



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With over 65 years of home building excellence, we are hiring an IT & Communications Technician.

Purpose:

- IT Support provides maintenance to the computer network for the Doug Tarry Ltd. group of companies, providing technical support to all staff and ensuring the company computer systems run smoothly. Any escalated issues and/or problems are referred to external support when necessary.

Reports to:

- Chief Financial Officer
- Works in conjunction with Contracted Hardware/Software Services Providers

Minimum Job Duties:

- Maintain the server
- Run backups on the server and check that the backup is successful.
- Install, configure, maintain & troubleshoot hardware, software, network, operating systems, desktop PCs, laptops, mobile devices, printers and associated cabling.
- Install programs on computers as approved and required.
- Drive implementation of new enterprise software packages
- Develop and maintain company wide file storage and naming conventions
- Develop and ensure adherence to standard software package usage
- Contact external IT resources if more than ½ hour spent with no resolution to small computer problems
- Maintain & track all hardware and software inventory records
- Track and maintain passwords for email, logins, software, etc.



- Computers to be replaced on a 5-year cycle. Pending issues or requirements
- Order & setup for computers, etc. for new staff ready before they begin work based on team parameters of department.
- Order and maintain cell phones for staff, ordering, renewals, replacements for new or existing staff.
- Responsible for internet services of all office locations, trouble shooting.
- Provide support to all staff including at times on location as required.
- Oversight of model home preparations for sales team upon new openings or renovations to ensure a seamless internet connection, phone systems, server access.

Working Conditions:

- Office work
- May need to travel to model homes, décor studio and other DTL locations to service computers.
- Mileage to be paid upon use of personal vehicle if fleet vehicle is not available
- Hard hat and safety boots if requirements are site are needed
- Standard hours of work: 40 to 44 hours per week

Job Requirements:

- Understanding of IT principles and an ability to communicate technical concepts effectively.
- Ability to meet deadlines and manage stress effectively in high pressure situations.
- In depth understanding of computer systems and networks
- Excellent knowledge of internet security and data privacy principles
- Experience Training IT concepts will be an advantage.
- Problem solving skills with a keen eye for detail.
- Promote and demonstrate the values of Doug Tarry Home
- Regular schedule is maintained for replacement of equipment.
- Protocols are in place for approved software and use of machines.

Work / Life Balance:

- Overtime is not forbidden; however chronic overtime is strongly discouraged and if necessary, overtime hours will require approval from immediate supervisor.
- Employee must ensure an appropriate work / life balance and holidays are to be scheduled and taken.
- The employee is encouraged to participate in the Employee Wellness Plan

Performance Indicators

- Backups are performed on a daily basis.
- Backups are successful & information is easily retrieved, if necessary
- Positive feedback from DTL staff & Management
- All computers are maintained and up to date.
- Any issues are promptly dealt with to correct.
- Computer replacement & upgrades are completed on schedule.
- Hardware passwords are easily retrieved in a timely manner.
- Phone systems including cellular, or office are up to date, maintained and conflict free.
- New hire computers are tested to ensure all programs needed are entered and work well. New staff experience challenge free first day with respect to hardware.

