

## IT SUPPORT SPECIALIST – LEVEL 2

EQUS was founded on the co-operative spirit. Our core values of Quality, Accountability, Community and Knowledge define the attitude our teams bring to work every day. Together, we connect rural Alberta and enrich the lives of our members.

### Job Purpose

IT Support Specialist – Level 2 provides support to both the IT Support Specialist – Level 1, and the IT Systems Specialist – Level 3, as needed. As a team, we provide exceptional IT support services to all EQUS employees.

### Duties

#### Computer System and Network Tasks

- Provide coverage and assist the IT Systems Specialist when needed
- Provide after-hours and occasional weekend support for infrastructure related issues and maintenance
- Ensure knowledge base, systems and process documentation, user guides, configuration documentation and instructional manuals are maintained by the IT team
- Serve as the escalation point for the IT Support - Level 1 issues and coordinating with third party partners as required
- Ability to troubleshoot network/communication issues and work with vendors on a resolution
- Assist IT Systems Specialist with higher level tasks such as folder permissions, network troubleshooting, disaster recovery, server administration, and IT infrastructure maintenance
- Provide mentorship and training for IT Support - Level 1
- Perform installations, maintenance, repair and replacement work on any computer related equipment that supports the business, including laptops, desktops, communications equipment, tablets/iPads, smart phones, printers, networks, or any piece of computer related peripheral or software which an end user would be using.
- Diagnosing and supporting client applications (i.e. MS Office and proprietary applications)
- Utilize EQUS IT assets management tool to update the IT inventory system including, but not limited to: software, hardware, fob keys, security codes, etc.
- Remove data and software and decommission hardware prior to recycling or disposal of equipment
- Support IT Systems Specialist with various tasks, as required

**DELIVERING  
MORE THAN POWER**

Corporate Office  
Box 6199, 5120-40 Avenue  
Innisfail, AB T4G 1S8

North Area Office  
Box 1178, 4804-41 Street  
Onoway, AB T0E 1V0

Central Area Office  
Box 6199, 5803-42 Street  
Innisfail, AB T4G 1S8

South Area Office  
Box 1657, 3 Alberta Road  
Claresholm, AB T0L 0T0

### Helpdesk Tasks

- Administers internal systems such as Inventory, Ticketing, Software Deployment, Mobile Device Management, phone systems, security systems, etc.
- Provide primary IT support for all EQUUS offices
- Provide IT orientations for new employees
- Troubleshoot and resolve hardware/operating system/software related issues and basic network and server access matters received via helpdesk ticketing system, phone, email or other communication methods
- Ensure all issues are resolved to user's satisfaction, following the EQUUS issue resolution process
- Redirect service requests to other team members, as needed
- Provide professional, user-friendly, and courteous client service to the users
- Provide support for EQUUS email systems and infrastructure applications
- Provide software, hardware, and cybersecurity training to users, as required
- Additional administrative and supportive tasks, as needed

### Other Tasks

- Assist with the maintenance and support of all servers and network equipment
- Support technology initiatives and strategies
- Educate staff on cybersecurity best practices
- Assist in IT reporting, budgeting, and planning
- Help clean and organize all IT related devices
- Other tasks as assigned

### Review and Approval of Work

This position reports to Business Services Leader - IT

### Job Requirements and Qualifications

- Excellent written and verbal communication skills
- Effective and respectful customer service skills
- Ability to work both independently with minimal supervision and collaboratively on various tasks
- Ability to prioritize and respond to competing tasks in a fast-paced environment
- Well-developed research skills and resourcefulness
- Positive attitude and ability to thrive in a fast-paced working environment
- This position is based out of our Corporate Office in Innisfail, and will require periodic travel to our other Area Offices for support

## Education and Experience

The ideal candidate has experience, or willingness to learn the following:

- Post-secondary degree or diploma in Information Technology or Network Administration and/or Cyber Security Program
- A minimum of 5 years experience in a related position
- Experience working with and supporting PC hardware, Microsoft Windows and Office Software, TCP/IP Networking, and internet browsers
- Windows 10, 11. Windows Server 2016, 2019, 2022
- Active Directory, DNS, DHCP, print servers, Exchange server, MSSQL and file servers
- Next-generation firewalls
- Microsoft 365 administration
- Managed Antivirus software
- Centralized backup software
- Oracle ERP Software
- Hyper-V and VMware hypervisors
- Networking (Switches, Firewalls, WAPs, VPNs, etc)
- Mobile Device Management (MDM)
- NTFS & Share Permissions
- Ticketing systems
- NEC Phone Systems

## Compensation

EQUUS strives to attract and retain highly skilled talent and expertise vital to our organization's success. We offer competitive wages, a comprehensive benefits package, and excellent opportunities for development and growth.

**Power up your career by joining the EQUUS team!**

**Submit your application to [HR@EQUUS.CA](mailto:HR@EQUUS.CA)**



The Employee Recommended Workplace Award recognizes excellence in achieving a healthy, engaged and productive workforce. It is the only award of its kind that is based entirely on feedback from employees.

**EQUUS would like to thank you in advance for your resume. It will be kept on file for six months from the date it is submitted. EQUUS REA LTD. (EQUUS) collects only that personal information about job applicants that is needed to determine suitability for employment. The information will be used only for the purpose of evaluating that suitability. EQUUS will not distribute your information to anyone else. After six months your application, and any personal information collected about you during the verification process, will be destroyed.**