

IT Technician

The Research and Productivity Council (RPC) is New Brunswick's provincial research organization, a research & technology organization that offers analytical services and applied research. We serve over 1000 clients annually from our locations in Fredericton and Moncton, New Brunswick.

We are recruiting to fill the position of *IT Technician*. This position will be in-office and is located at our head office in Fredericton. This position supports the IT infrastructure at both RPC locations. This includes connectivity support, server configuration and support and installation and support of desktop hardware, and printers.

PRIMARY RESPONSIBILITIES WILL INCLUDE:

- Handle support requests from employees and resolve their IT related issues including user setup, file sharing, software and hardware installation, network connectivity, printing, etc.
- Configure and deploy new computers, monitors, printers, hardware peripherals, laboratory instrument and devices
- Assist to onboard new employees including setting up equipment, email accounts and network access
- Diagnose and resolve minor network issues
- Work closely with internal IT resources and third-party vendors to resolve hardware/software issues
- Provide IT support to all office locations, including occasional travel to Moncton

THE SUCCESSFUL CANDIDATE WILL HAVE:

- Excellent communication and organization skills
- Exceptional troubleshooting and problem-solving skills
- Experience in a digitized/computerized environment
- Proficient in a Windows environment, including an understanding of Office 365
- Experience in any of the following would be considered an asset: Microsoft Active Directory and related File and print sharing services; and Microsoft Server Operating Systems
- Experience or knowledge wired and wireless network hardware (firewalls, switches, access points)
- Post-secondary degree or diploma in an Information Technology or current related field experience
- Ability to lift computer hardware such as hard drives, monitors etc.

This position will be permanent, in-office, and full-time. Normal working hours are Monday-Friday from 8:15am to 4:30pm. Flexibility and the ability to work occasional overtime are required.

RPC offers a competitive compensation package including 3 weeks paid leave vacation and 3 weeks paid sick time, health and dental benefits, top up for maternity leave, pension plan, employee engagement activities, wellness rebates and more. Salary range is \$42,500 to \$49,800.

TO APPLY:

To apply please email a covering letter and résumé quoting reference **#ITADMIN0624** to careers@rpc.ca on or before **June 10, 2024**.

Review of applications will begin as soon as possible and will proceed until a suitable candidate is identified. Only those applicants chosen for an interview will be contacted.

RPC is committed to the principle of employment equity, diversity, and inclusion.



SCIENCE & ENGINEERING

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