



**Position Title** Multiple Summer Co-op Opportunities in IT

**Location** Toronto

**Reporting To** Management

**Position Overview** IT Support, Business Analysis, Systems Infrastructure

- Duties and Responsibilities**
- IT Support**
- Answer support tickets from users (1st level).
  - Prepare and image hardware for client deployment.
  - Perform administrative functions for new hires and terminations.
  - Travel between 20 Toronto Street and 145 King Street offices for desk-side support along with physical hardware MAC requests.
  - Perform MAC requests at users' physical locations (PC moves, setups etc.).
- Business Analysis**
- Review and maintain currency of project artifacts.
  - Provide documentation support for project meetings by documenting notes and actions.
  - Complete research and analysis to support project business justification.
  - Valuing projects using different methods as well as analyzing their respective impacts to the firm's tax shield.
- Systems Infrastructure**
- Conduct documentation administration for key strategic projects including Office 365 and email migration to the cloud and SIP telephony conversion.
  - Securely leverage cloud computing and software as a service resources
  - Assist in the maintenance of Richardson GMP's IT network and server infrastructure
  - Assist with the archive feature of SharePoint.

- Qualifications**
- Oral and written communication skills.
  - Ability to learn new skills.
  - Problem analysis and solving.
  - Adaptable.
  - Ability to prioritize.
  - Attention to detail.
  - Tolerance to high stress environment.
  - Working knowledge of Microsoft Office Suite.
  - Knowledge and experience of customer service practices.

- Education**
- Educational experience in Computer Science, Technology Services.

