



## **CASUAL SERVICE TECHNICIAN**

Looking for a career with a dynamic organization that is committed to protecting wildlife? We are interested in dedicated individuals who are positive, enthusiastic and passionate about wildlife conservation and protecting our planet.

Our Toronto Zoo is a mission-based, not-for-profit organization whose mission is connecting people, animals and conservation science to fight extinction.

Our Toronto Zoo serves more than 1.2 million guests each year on over 500 acres and the foundation of all of our work is based on four cares:

- We care about our animals
- We care about our team
- We care about our guests
- We care about our community

We strive to have this caring culture grounded in the principles of equity, diversity and inclusion. We commit to collaborating with our teams, guests and community to reflect and celebrate the rich diversity of Toronto and Canada.

As a world class accredited zoo and part of the global conservation community we work with the World Association of Zoos and Aquariums and the International Union for the Conservation of Nature and collaborate with governmental agencies, conservation and science non-governmental organizations and corporate and academic partners to share our knowledge and learn from each other to enhance our collective impact.

We are currently recruiting for a professional, skilled and enthusiastic individual to work on our Terra Lumina AV Team - 2021 /2022 season. Reporting to the Technical Support Supervisor, this position will provide technical support and operation for the Terra Lumina night walk outdoor AV installation. The successful candidate will assist also help support and implement the Toronto Zoo Strategic Plan.

**DURATION:** **Approximately 3 Months**

**PAY RATE:** **\$25.69/hr**

### **Responsibilities:**

- Provides technical support for Point of Sale (POS) terminals, workstations, telecom, hardware services and multi media devices.
- Provides project support for technical services including video cameras, web cameras, wireless communications, kiosks and exhibit systems.
- Assists in the maintenance of an up-to-date inventory of system-related computer and telecommunications hardware and software.
- Responsible for providing user training and support.
- Installs and integrates new workstations, PC's, printers, and other computer equipment as required.
- Trouble shoots and supports staff telephones
- Maintains technical and user documentation.
- Provides support for network and communications hardware and software.
- Provides user support for desktop applications and equipment. Will not have access to confidential information.
- May provide on-call support for troubleshooting of hardware and software problems after hours.
- Assists guests while on-site as required and ensures excellent customer service is provided by Zoo staff.
- Adheres to the Zoo's Occupational Health & Safety policies.



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- Other related duties as assigned by the Systems Administrator.

### **Qualifications:**

- Must possess diploma in computer sciences at the community college level along with a minimum of two (2) years related experience.
- Must have experience supporting Citrix, Novell, Microsoft Windows, GroupWise and, Apple Mac
- Experience providing desk side and telephone support.
- Experience with audio visual equipment maintenance.
- Experience with data wiring installation and configuration.
- Must have strong conceptual, analytical and problem solving skills.
- Must possess the ability to effectively communicate, both orally and in writing, using clear and concise terminology to provide troubleshooting support and prepare technical documents.
- Must have proven interpersonal and multi-tasking skills.
- A proven commitment to delivering effective customer service and performance quality.
- Must be able to meet the physical demands of the position.
- Must be willing and able to work shifts and weekends, as required, on an on-call basis.
- Must possess unrestricted Class G driver's licence valid in the Province of Ontario along with a good driving record.

**The successful candidate will be required to provide an abstract of their driver's license at their own expense upon commencement of employment.**

If interested in this position, please click on the link below and complete the instructions on the questionnaire. You will be required to submit your resume and cover letter no later than **Friday, November 26<sup>th</sup>, 2021**

To apply click here: <https://forms.office.com/r/8Md1ZzvFiv>

**While we appreciate the interest of all applicants, but only those selected for an interview will be contacted**

*The Toronto Zoo is an equal opportunity employer and encourages participation from the Government of Canada's job equity groups. Accommodation is provided for any employee with disabilities, as defined under the Ontario Human Rights Code. If contacted for an interview, and you require specific accommodation for the interview process because of a disability or a medical need, then please advise the person contacting you of your requirements, so that arrangements can be made for the appropriate accommodations to be in place before you begin the interview process.*

*The Toronto Zoo respects the principles of equity, diversity and inclusion and seeks to model these principles in all that we do. We are committed to fostering an inclusive workforce where all employees feel respected, supported and valued. We strive to create an environment that represents the rich diversity of our guests and our community and encourage applications from all qualified individuals who can contribute to enhancing our commitment to equity, diversity and inclusion. Applications are especially encouraged from racialized persons/persons of colour, Indigenous/Aboriginal People of North America, persons with disabilities, LGBTQ2S persons, and women.*

**Please be advised the Toronto Zoo requires mandatory COVID-19 vaccinations for employees.**