

Specialisterne Canada is recruiting!

Specialisterne Canada specializes in working with businesses to hire people that are on the autism spectrum or who face similar challenges, particularly accessing employment. We are excited to be partnering with another large bank to recruit for jobs in the Greater Toronto Area. A description of the roles is provided below.

Our employment partner is committed to creating a diverse work environment, with support in the integration of new staff.

Our unique recruitment and onboarding processes avoids many of the natural barriers faced by people with autism or who face similar challenges.

To apply, visit our website at www.specialisterne.ca/opportunities.

Deadline for applications: May 21, 2016.

TECHNICAL ANALYST – FIRST-LEVEL SUPPORT (D-3)

Full-time, permanent

Do you like providing technical support to end-users? Do you have a strong customer service orientation? Do you enjoy responding to questions & problems? If so, this may be the job for you.

Here is what you will do:

- Provide first-level network support and response to network monitoring alerts
- Prioritize escalations for second-level response
- Respond to user questions and requests by phone and/or email
- Maintain status reports, ticketing systems and incident control logs
- Conduct testing of new software releases to ensure successful implementation.

Here is what you will need:

- A broad understanding of desktop computing with ability to provide problem solving and technical support for office productivity tools such as Microsoft Windows, Microsoft Office or Lotus Notes
- The aptitude to troubleshoot and learn new technical skills quickly
- The willingness to occasionally work evenings or open to scheduled shift work

TECHNICAL ANALYST – SECOND-LEVEL SUPPORT (D-4)

Full-time, permanent

Do you have strong technical and analytical skills? Do you have an aptitude for providing technical advice and IT solutions? Do you like providing systems operational support? Do you enjoy meeting the service needs of large departments? Are you interested in the evaluation of new technologies that may subsequently be acquired and implemented? If so, this may be the job for you.

Here is what you will do:

- Help ensure high availability, performance and efficiency of systems, so as to maintain customer satisfaction & productivity;
- Provide technical advice and IT solutions for assigned hardware & software platforms, programs or utilities;
- Provide second-level technical support to resolve problems including working with third parties like system vendors;
- Prioritize escalations for third-level response.
- Maintain hardware & software including provisions for expansion and backup to ensure it is performing consistently and reliably;
- Contribute to the research of new systems and equipment, including the development of business cases and recommendations for approval;
- Maintenance of equipment security controls and incident/problem logs.

Here is what you will need:

- Have a certificate, degree, or related practical experience in the area of Computer Science or equivalent experience in similar or related fields like such as systems management and networking, computer engineering, electronics or similar;
- Ability to apply your knowledge of IT practices to maintain assigned hardware & software platforms;
- Good skills and experience in programming and network administration
- The aptitude to troubleshoot and learn new technical skills quickly;
- Interest in current & emerging technologies and technology-based solutions pertaining to information security issues;
- Interest and experience in office productivity software, different operating systems, and hardware interfaces.
- The willingness to occasionally work evenings or open to scheduled shift work

I.T. SECURITY ANALYST (D-5)

Full-time, permanent

Are you interested in being involved in identifying and investigating occurrences of unauthorized system access and data handling? If so, this may be the job for you.



Here is what you will do:

- Use incident and case management methodologies to address and report on specific occurrences, within a compliance framework;
- Utilize investigation platforms in a comprehensive and consistent manner;
- Retrieve, review and compile relevant data from various databases and archives;
- Detect irregularities and report anomalies in system access and usage; summarize patterns and escalate as required.
- Assess and troubleshoot various threats, issues or incidents;
- Apply Information Security best practices, and current methodologies.

Here is what you will need:

- Have a certificate, degree, or practical experience in the area of information or cyber security or equivalent experience in related fields like computer science, engineering, electronics or similar;
- Strong critical thinking, analytic, and a problem-solving skills;
- Ability to carry out data mining complex data manipulation;
- Practical knowledge of databases including are accessed and updated;
- Be attentive to multiple details, while remaining aware of the big picture;
- Become familiar with principles of risk management and how to apply them;

To Apply, and for more information

To apply and for more information about our recruitment process, visit www.specialisterne.ca/opportunities.

Please direct any questions via email to info@specialisterne.ca. If you prefer to speak on the phone, send us an email and we will schedule a call.

For more information about Specialisterne, visit our website www.specialisterne.ca.