

# IT Specialist – Join Our Team!

Full Time · Chatham-Kent, Ontario



**KENT & ESSEX MUTUAL INSURANCE** is currently seeking a hard-working IT Specialist, to join our innovative and passionate team in Chatham-Kent, Ontario.

## About the Role

The candidate chosen for this position will be responsible for the day-to-day technical support, administration, and maintenance of end-user systems as well as other projects. The candidate will take part in the implementation, deployment, installation, maintenance, documentation, and optimization of IT infrastructure. The candidate should have initiative, demonstrate eagerness, meet deadlines and be autonomous. The candidate must have a strong aptitude for customer service, be patient and able to communicate technical information to users with varying technical skill levels.

## Specific Duties

- Monitor and maintain essential IT operations, including but not limited to operating systems, security tools, applications, cloud infrastructure, servers, email systems, laptops, desktops, printers, phones/mobile devices, software, and hardware.
- Monitor and perform upgrades, installations and configurations of hardware and software.
- Ensure data backup and system security operations are in place and working effectively (i.e., ensure secure connection to all shared drives/VPN, cloud environment, user authorization, firewall, etc.)
- Ensure security measures, software and best practices are implemented, up to date and monitored to prevent any data breaches.
- Provide hands-on technical support to internal stakeholders – respond to and resolve internal user requests and provide end-user training on various IT related issues and topics.

## Skills & Requirements

- Post-secondary certificate in computer science or a related field, or an equivalent combination of education and work experience in a Windows environment. Minimum of 5-7 years experience in the IT field.
- Excellent oral and written English skills.
- Proactive, analytical thinking, ability to synthesize complex or diverse information, collect and research data.
- Highly motivated, energetic, organized, reliable, and self-starter.
- Ability to problem solve and be effective and professional in a rapidly changing business environment.
- The drive and discipline to constantly learn new things and to embrace change with positivity and enthusiasm.
- Ability to lift and maneuver heavy equipment as needed.

## Assets (have or are willing to learn)

- Linux and Windows operating systems (Hybrid Azure Active Directory and Microsoft 365 eco-systems)
- Deployment and configuration of hardware and software
- Virtualization Technologies (VMWare vSphere, etc.)
- Networking/Security Services (routing, firewalls, VLANs, VoIP, etc.)
- Services Management (databases, mail exchangers, web services, etc.)
- Server Hardware
- Programming and SQL query knowledge

Kent & Essex Mutual is a financially strong and progressive company that believes in giving back to our community as well as ongoing skill development for our team. We provide a competitive compensation package and a positive, diverse work experience. Learn more about us by visiting [www.kemutual.com](http://www.kemutual.com). We offer a hybrid schedule with in-office and remote days; therefore, you must reside within commuting distance to our office for the in-office responsibilities that are assigned to this role.

Qualified applicants should apply in confidence to Human Resources by October 6, 2023. Here is the link to apply today:

<https://careers.risepeople.com/kent-essex-mutual-insurance-company/en>

*We are an equal opportunity employer and are committed to providing employment accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). If you require accommodation, please notify us and we will work with you to meet your needs.*