



Montcrest School is looking for an IT Support Specialist to begin immediately.

Overlooking Riverdale Park in the Broadview and Danforth area of Toronto, CAIS-accredited Montcrest School is a co-educational, elementary day school with 330 students enrolled from JK to Grade 8. Since its founding in 1961, Montcrest has offered an exceptional academic experience, with balanced opportunities in leadership, the arts, and athletics. An emphasis is placed on character development and community service, and the challenging core curriculum is taught in a structured and supportive environment where neurodiverse learners receive individual attention, classes are small and intimate, and the relationship between teachers and students is unparalleled. Montcrest aspires to be recognized as the leading elementary school in Canada, excelling at nurturing and encouraging the uniqueness of each child.

Under the direction of the Director of Technology and Innovation, the IT Support Specialist will respond to requests for technical support on a variety of issues from end-users and provide effective and timely response. The successful candidate must have exceptional service skills and must be able to handle challenging situations with the utmost respect and professionalism.

Standard duties of the role include, but are not limited to:

- Responds promptly and courteously to tasks coming into the group's help desk email, telephone or in person.
- Records, tracks and documents the help desk request problem-solving process.
- Performs hardware and software updates.
- Coordinate with repair depots for hardware repairs.
- Support and maintain online learning support platforms.
- Maintains IT hardware inventory system.
- Carry out basic network troubleshooting.
- Assists the Director of Innovation and Technology with database, network and system projects.
- Provide technology support at school events.

Qualifications:

- 2+ years post secondary education in IT or Computer Science
- Experience in desktop/laptop hardware troubleshooting and parts upgrades
- Windows, MacOS and ChromeOS knowledge
- Team/results-oriented, flexible, proactive, self-starter

- Strong communication skills, both written and verbal, and organizational skills
- Excellent customer service skills
- Networking experience is a plus (VPN, connectivity, working with ISPs)
- Experience in a school environment would be an asset.

How to Apply:

We welcome résumés and cover letters to careers@montcrest.ca. We thank all applicants for their interest, and will contact only those selected for an interview.