Job Posting Details

Job Description

Position:	IT Generalist
Department:	Info Tech/Systems
Status:	Full Time
Posting Date:	Feb-09-2021

QUALIFICATIONS REQUIRED

IT Generalist

Location: Mt. Washington Alpine Resort, 1 Strathcona Parkway, Mt. Washington, BC

Employment Type: Permanent, Salaried

Reports To: IT Manager

Overlooking the Comox Valley, Campbell River, and the Strait of Georgia, Mt. Washington Alpine Re about adventure! We are a boutique resort and operate many of the features of a small village. Our s relies on the effective operation of our technology platforms: from point-of-sale transactions, to tele database management.

This is not an average IT role. The place of work is at a mountain resort with spectacular views. We all weather conditions. The right candidate must be able to handle stressful situations with guests, available during weekends and many statutory holidays, and get "hands-on" with equipment, wiring infrastructure.

Apply your knowledge to a broad range of technologies

- **Work with, and support, all employees at all levels of the business**
- *We offer great benefits! Season's pass, group benefits, retail discounts and more. Please see website for more information:* **https://hr.mountwashington.ca/**

   A people-friendly personality with IT support experience, such as at a help desk, including troubleshooting networks, operating systems, and various software.

- **An understanding of IT principles and an ability to communicate technical concepts effectively** varied audience.
- **Able to manage tight deadlines in a fast-paced (and at times, stressful) environment.**
- **Experience with Siriusware, Mitel, ADP, or Netsuite would be especially valuable.**

Maintain, troubleshoot, repair, and administer networks, workstations, data connections and periph equipment.

- **Monitor and optimize the performance of computer systems and networks; co-ordinate access** of computer networks.
- **Administer network traffic and security monitoring software.**
- **Perform data backups and disaster recovery operations.**
- **Control and monitor e-mail use, Web navigation, and installed software.**
- **Consult user guides, technical manuals and other documents to research and implement solut**
- **Participate in the redesign of applications and other software.**
- **Maintain existing computer programs by making modifications as required.**
- **Prepare reports, manuals and other documentation on the status, operation, and maintenance** software.
- **Assist in the development of logical and physical specifications.**
- **To Apply:**

  Candidates wishing to pursue employment with Mt. Washington Alpine Resort should exhibit t following traits and competencies:

  - **Improving Operations: Has the ability and motivation to apply one's knowledge and expe** improving upon current modes of operation within Mt. Washington Alpine Resort.
  - **Change Management: Able to support a change initiative that has been mandated within** organization. Can provide the ongoing guidance and support that will maintain enthusias commitment to the change process.
  - **People Skills: Treats people fairly, with dignity and integrity, to promote commitment and** productivity. Develops others by providing a supportive growth environment and by coac mentoring. Demonstrates effective interpersonal skills and works cooperatively and effec within and across organizational units to achieve common goals.
  - **Results Focus: Focuses efforts on achieving quality results consistent with the MWAR c** future business strategies.