



✉ WWW.TWOSE.CA

📍 11211 142 STREET NW
EDMONTON, AB T5M 4A1

☎ 780-452-9100

POSTING NO.: ESSF 1581

AFFILIATION: CSU52

The Edmonton Space & Science Foundation Technology Specialist Full-time

The TELUS World of Science – Edmonton's (TWOSE) mission is to: Ignite curiosity. Inspire discovery. Celebrate science. Change lives. Located in Treaty Six Territory, we are the destination to engage Albertans' hearts and minds in science.

TWOSE is committed to diversity, equity, and inclusion. We encourage Indigenous peoples, persons living with disability, sexual and gender minorities, women and members of all minority groups to apply. All qualified candidates are encouraged to apply.

Position Summary:

Under the direction and supervision of the Senior Manager, Information Technology, the Technology Specialist will split their time between providing day-to-day operational support for existing infrastructure, implementing new technology and end user requests along with promoting technology in TELUS World of Science – Edmonton. This individual must be self-motivated, excited about technology and driven to constantly push the technology envelope, research new technology solutions and use existing technology in new and innovative ways to enhance the employee and visitor experiences in a cost-effective manner.

Duties and Responsibilities:

- Install, test modify and maintain a full range of hardware, software application products, peripherals and other associated products related to servers, networked stations, standalone computers, networking equipment, peripherals, etc. as per standards and best practices.
- Respond in a timely manner to incoming requests for customer service to internal and external customers through our IT ticketing system and maintain contact with users to ensure the effectiveness of initial system implementation and on-going systems modifications and enhancements.
- Provide technical support and written procedures for monitoring and maintaining network and networked computers, peripherals, telecommunication equipment and security processes and procedures.

- Work within TWOSE Information Services department strategies to develop creative and effective ways to enhance technology support focusing on system security, server management and remote server management.
- Manage and monitor remote services such as Microsoft Azure cloud servers.
- Create and manage PowerShell scripts for server automation and management
- Create attainable schedules, prepare estimates and act as a project leader for small IT projects
- Prepare and present ideas and plans of possible technology initiatives for TELUS World of Science-Edmonton.
- Perform other duties as assigned by the Senior Manager, Information Technology.

Skills/Knowledge:

- Demonstrate curiosity and determination to get the answers when you don't have them to finish a project or solve a technical issue
- Demonstrates well developed and proven problem solving, analytical and customer service skills
- Excellent interpersonal, organizational and communications skills with demonstrable experience working with teams
- Self-starter that is also able to work independently while meeting deliverable deadlines
- Technology knowledge should include:
 - Meraki suite of products
 - Microsoft Server
 - On premise AD and Azure AD configuration and best practices
 - DNS Server Management
 - DHCP Server Management
 - Azure server and database services
 - User security best practices
 - Server/system security best practices.

Education/Experience:

- Bachelor's Degree in computer science, or related field combined plus 4-6 years related experience administering Microsoft – based services.
- Be proficient in creating and managing PowerShell scripts for server and Azure automation and management
- Experience setting up, documenting, and maintaining disaster recovery plans
- Demonstratable experience managing servers in a Hyper-V environment
- Microsoft and Meraki Certifications would be an asset.



✉ WWW.TWOSE.CA

📍 11211 142 STREET NW
EDMONTON, AB T5M 4A1

☎ 780-452-9100

Note: A clean Police Information Check including the vulnerable sector is a condition of employment for successful candidates. The check must be completed prior to commencement of work and is the financial responsibility of the candidate. The successful candidate will need to meet the conditions of TELUS World of Science - Edmonton's Mandatory Vaccination and Disclosure policy.

COVID-19 Notice: TELUS World of Science - Edmonton has implemented a COVID-19 Vaccination Policy. Employees must be fully vaccinated against COVID-19 and provide proof of vaccination. Please note that this policy applies to all employees, including new hires, and volunteers. If your application is successful, you will be asked to provide proof of vaccination or request an exemption.

Salary: FT200: \$67,924.44 to \$85,029.82 annually as per the 2022 Collective Agreement with CSU52.

Hours of Work: Must be available weekday, weekends, evening shifts, and stat holidays as required (75 hours bi-weekly)

Opening Date: May 2, 2022

Closing Date: Until suitable candidate is found, resumes will be reviewed May 11, 2022.

How to Apply: hr@twose.ca

Please include cover letter and resume in one document.

We thank all applicants and advise that only those selected for an interview will be contacted.