



IT Infrastructure Administrator

Reports to: IT Manager

Location: On-site/remote

Start Date: April 2022

Term: part-time (15-20 hours/week) with the possibility of future full-time

Job Summary:

Al Huda Institute Canada (AHIC) is a non-profit, non-political organization working to promote authentic Islamic knowledge in the community. AHIC has been established in Mississauga, ON since 2005 and offers a variety of structured educational programs for people from all walks of life. AHIC also runs a private, Islamic Elementary School offering classes from Casa to Grade 8. Along with that, AHIC is active in the wider community through its social services division *Serving Humanity*.

To support all these great programs and initiatives, we are seeking a skilled and enthusiastic IT Administrator to join our dedicated team, which is committed to AHIC's vision and mission. We offer a culturally diverse environment where you can work and live your faith in a supportive community. The successful candidate should have a broad range of experience, a keen interest in learning new IT skills, great customer care qualities and a passion to contribute to the advancement of AHIC for the benefit of the community.

This role will provide technical support to maintain AHIC's computer systems, hardware and software and other peripheral equipment to ensure optimal performance so that end users can maintain a high level of productivity.

Key Responsibilities:

- Provide technical support to staff to resolve any technical issues
- Performance monitoring and maintenance of systems according to requirements
- Support, maintain and optimize all relevant IT systems, incl. applications, web servers, networks, and hardware to support operational work throughout the organization.
 - Maintain/upgrade the audio-visual system
 - Ensure online server upkeep and disaster recovery backup of key information systems
 - Ensure all software is up to date

- Maintain web domain as well as website backend
- Handle entire internet and wireless infrastructure as well as the phone system

Qualifications & Skills

- Relevant post-secondary degree or diploma in the field of computer science or a combination of related experience and education/certifications
- 2+ years of proven work experience in the following areas
 - Troubleshooting of hardware and network infrastructure
 - Maintenance of databases (MySQL, Microsoft SQL) and networks (Routers, LAN, WAN and enterprise wireless networks)
 - Knowledge and understanding of systems security and data backup/recovery
 - Technical knowledge of web server maintenance including DNS
- Proficiency in Microsoft Office Suite, domain registrations, Active Directory (a plus), Linux web server, WordPress, Moodle and other popular online web portals
- Proficiency in Google Apps and various software including Google classroom, Chrome management etc.
- Familiarity with various end-user operating systems and platforms (Windows/Mac/Chrome OS)
- Resourceful, able to propose out-of-the-box solutions
- Excellent customer service skills and effective communication skills via phone, in person, or electronically to resolve issues for staff with all levels of computer skills
- Ability to build, collaborate, and manage relationships with stakeholders across the organization
- High level problem-solving, analytical and critical thinking skills
- Strong work ethics, positive attitude and a keen interest to learn

To apply:

Please fill out the [online recruitment form](#) and mention the role as “other interest of work” in the form.

We appreciate the interest of all applicants, however, only those candidates who meet our requirements will be contacted.