



## POSITION DESCRIPTION

Title: IT Intern  
Reports to: Manager, IT  
Location: Golf Canada Head Office  
Status: Contract  
Ideal Start Date: April 4, 2022

## OVERVIEW:

Golf Canada is looking for an IT Intern to join the team. The IT Intern at Golf Canada is a role that requires many different hats. Primarily, responsibility will be focused on responding to user support requests. These requests may be in-person, by phone, email, or through remote support software.

Beyond the help desk, the IT Intern may also have other tasks assigned by extension of the IT department. Tasks may include many areas, including: server support, user management, printer maintenance, hardware/software research and proposals, cabling, physical hardware management, and other tasks as needed. Experience with troubleshooting hardware and software is an asset, as are good interpersonal skills. All other IT skills and qualifications are also significant assets.

## PRIMARY DUTIES

- Provide user support in-person, through email and phone, and via remote desktop
- Maintain ticket system and wiki records
- Diagnose and repair printer problems, and ensure printer supplies are available to staff
- Imaging of reused desktops and laptops
- Proactive support of network services through monitoring software
- Set up new users with phone extensions
- Assist with server and web administration
- Research hardware and software for proposed solutions
- Run Ethernet and other cabling
- Other duties as required.

## REQUIRED SKILLS, KNOWLEDGE, & ABILITIES:

- Able to provide hardware support for user machines
- Experience with troubleshooting software issues
- Positive interpersonal skills
- Consistent approach to physical organization and documentation

## Additional Assets for Consideration

- Experience with Active Directory, MS Office 365, and MS Windows environment
- Knowledge of networking environments, such as wired/wireless, DHCP, and DNS
- Familiarity with backup software and methods
- Understanding of databases, especially normal forms
- University and/or College students preferred.
- Willingness to work flexible work hours and during inclement weather conditions.
- Excellent communication skills (verbal and written).

- Excellent interpersonal skills, with the ability to communicate with staff, volunteers.
- Proven ability to work within a team environment.
- Highly motivated individual with resiliency under pressure.
- Positive attitude with the ability to self-start and take an active leadership role.
- Proficiency with Microsoft Office Suite.
- Bilingualism (English and French) is not required but considered an asset.
- Golf knowledge or experience is not required but considered an asset.

**Note:** Golf Canada's regular hours of work are 40 hours per week, namely Monday to Friday, 8 hours a day and 5 days a week including a one-hour lunch. However, the demands of your position may mean that your hours of work will vary, may be irregular and will be the hours required to meet the objectives of your employment.

#### **APPLICATION DETAILS:**

Golf Canada - Human Resources  
1333 Dorval Drive, Suite 1  
Oakville, ON L6M 4X7  
Email: [resumes@golfcanada.ca](mailto:resumes@golfcanada.ca)  
Visit: [www.golfcanada.ca](http://www.golfcanada.ca)

One (1) position available. Golf Canada will interview up to six (6) candidates. Forward cover letter and resume, by e-mail or mail only, **NO PHONE CALLS PLEASE** to the above contact by **11:59pm, Sunday, January 30<sup>th</sup>, 2022**. Golf Canada thanks all applicants but will contact only those who will be invited for an interview.

Golf Canada is committed to providing a safe environment for all, especially children. All applicants will be thoroughly screened using background checks and a review process.

Golf Canada is dedicated to employment equity and fostering diversity within the workplace in order to build an inclusive workforce where all employees have the opportunity to reach their potential.

Golf Canada's core values are "Fun, Excellence, Inclusion, Respect, Accountability" and while these are included in each employee's offer of employment and annual employment letters, these core values are also an integral part of the Golf Canada's recruitment, hiring and annual review process.

Golf Canada is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act ('AODA'). If you require accommodation during any stage of the recruitment process, please notify Human Resources at 905-849-9700.