



## IT Analyst

### *COMPANY INFORMATION*

Wesdome Gold Mines is in its 30th year of continuous gold mining operations in Canada. The Company is 100% Canadian focused with a pipeline of projects in various stages of development. The Eagle River Complex is located approximately 50 km south of Highway 17; 50 km West of Wawa, Ontario and is currently producing gold from a central mill which processes ore from the Eagle River Underground Mine and the Mishi Open Pit Mine.

### *SUMMARY*

This position is responsible for supporting 100-150 end-users, their laptop/desktop, applications, VoIP desk phone, smartphone, tablets and printer & server access. This position is also responsible for supporting the company's servers (8), firewalls (4), Backups, Wifi network, Fiber and Ethernet network networks, Security camera system, ERP Services and phone (4) infrastructure. This infrastructure support may include provisioning, installation/configuration, operation and maintenance of systems hardware and software and related infrastructure. This individual will also ensure that system hardware, operating systems, software systems, and related procedures adhere to organizational policies and procedures.

### *RESPONSIBILITIES*

- End-user desktop, VoIP desk phone, cell/smartphone support.
- Company server, network and phone system support.
- Install/rebuild and maintain computer/laptop hardware, and other IT related systems.
- Identify and resolve problems related to software, hardware, network wiring, domain and network security.
- Perform daily monitoring in order to verify the integrity and availability of all IT Services
- Maintain backups, maintain archives.
- Create, change and delete user accounts for computer, server domain, G-Suite, Exchange/Office 365, VPN, VoIP phone system, smartphone accounts.
- Diagnose issues with security cameras, software & video recording equipment.
- Research and analysis to ensure the company is operating in an efficient and effective manner.
- Interact with external IT service partner to resolve technical issues.
- Obtain quotes/enter POs/track delivery for IT related equipment.
- Perform other duties as assigned.

### *DESIRED QUALIFICATIONS*

- Post secondary education in Information Technology or equivalent experience.

### *REQUIREMENTS (EXPERIENCE/SKILLS)*


- Strong communications, problem solving and time management skills.
- Able to work effectively as a part of a team as well as independently.
- Proven experience with Windows Server/Domain, Windows desktop/OS, Hyper-V virtualization, and enterprise networks (wiring, switches, wireless, VPN & firewall systems).

### *SHIFT SCHEDULE*

- 12-hour shifts
- 4 on – 3 off

### *WORKING CONDITIONS*

- May be required to provide support afterhours, depending on situation.
- Required to go (1 km) underground to support users located inside the mines.
- Required to wear safety equipment and follow safety procedures as required.
- This position will require that you travel regularly from your residence to the Eagle River Complex near Wawa, Ontario.
- Other travel requirements of the role may include the Kiena Mine Complex in Val D'Or, Quebec and the Corporate office, in Toronto, ON.
- May require lifting heavy objects, i.e. networks servers, laser printers, UPSs.



We Wish To Thank All Applicants For Their Interest and Effort In Applying For The Position; However, Only Candidates Selected For Interviews Will Be Contacted.

### **APPLICATION PROCESS**

Email: [eagle.hr@wesdome.com](mailto:eagle.hr@wesdome.com)