

NOW HIRING | IT COORDINATOR #25-IT

At Peak, we pride ourselves on providing large firm capabilities while maintaining small firm personal commitment. Our teams are dynamic, driven, and committed to excellence. Peak is a progressive employer that offers opportunities to work on unique and exciting projects with established and reputable clients.

We currently have an opening for an experienced **Information Technology (IT) Coordinator** based in our Head Office in South Surrey, BC.

Summary

The IT Coordinator is responsible for supporting and maintaining the company's digital assets, data and devices. This role will monitor the health and security of our systems, proactively address issues, and ensure compliance with security policies. Responsibilities will also include tracking and managing company equipment, liaising with external consultants, and keeping our technical environment running smoothly.

The majority of Peak employees are located on jobsites across Canada and the United States; many technical tasks will be performed using remote software.

Key Responsibilities:

Hardware & Device Management:

- Provision new and replacement equipment for employees such as Windows laptops/desktops and iOS devices.
- Coordinate device upgrades, replacement, reassignment, and decommission as needed.
- Manage corporate device tracking.
- Warranty management and vendor coordination for repairs and replacement.

Technical Support and Help Desk:

- Troubleshoot technical issues and provide support and troubleshooting to employees, often remotely.
- Escalate common issues or major system changes to senior management.
- Assist in providing documentation/content for employee support and training for common issues.

Networking & Server Management:

- Onsite network and server review and management; may be required to coordinate with external consultants.
- Manage network access for remote employees

Systems Monitoring & Security:

- Monitor the health and security of digital assets, proactively addressing potential issues.
- Ensure and document security compliance across all systems and devices.
- Develop effective data retrieval and recovery procedures to protect against data loss.
- Perform patch updates, diagnostic tests and debugging procedures to optimize computer systems.
- Implement robust security protocols and procedures to safeguard against potential threats.
- Oversee antivirus deployment, ensure all endpoints are protected, and investigate incidents.
- Manage security awareness training and ensure company is following requirements of insurance policies.

Digital Asset Management:

- Manage software license administration and assignments.
- Manage MDM portal for iOS devices (GingerMDM).

General Information Technology Management:

- Identify and implement IT management best practices across the organization.
- Troubleshoot complex issues, identify root causes, and coordinate solutions with external consultants if needed.
- Support the planning and execution of IT projects, upgrades, and security enhancements.
- Implement and update disaster response plan and recovery.

Required Qualifications & Experience:

- Minimum 5 Years experience in IT Services or similar role required.
- Experienced in Microsoft 365 administrative architecture with certifications such as Microsoft 365 Certified: Modern Desktop Administrator Associate, Security Administrator Associate, or equivalent.
- Proven experience supporting technical systems in a multi-site environment, using remote applications.
- Experience monitoring system security (e.g., MFA compliance, antivirus, mailbox status, license tracking).
- Experience with mobile device management and security monitoring tools.
- Knowledge of Microsoft SharePoint, Teams, OneDrive and their integration in a Windows environment and iOS on mobile devices.

Required Skills and Abilities:

- Outstanding communication skills; ability to explain technical information clearly to non-technical staff.
- Excellent troubleshooting and problem-solving skills
- Ability to manage multiple priorities in a fast-paced environment.
- Strong attention to detail and commitment to data integrity.
- Demonstrated ability to implement and document IT best practices.
- Keen interest in staying updated with cybersecurity trends and Microsoft ecosystem advancements.

What we Offer:

- Competitive salary and comprehensive extended health plan
- RRSP match
- Continued professional development opportunities

Should this be a match for your skills, experience and background, please forward your cover letter and careers@peakgrp.com referencing job posting #25-IT.