



Are you looking for a fast-paced, creative and challenging work environment?  
Is working with energetic, passionate people right up your alley?  
If so, Torstar Digital is looking for you!

### **Position Available: Desktop Support Analyst**

Torstar Digital is seeking a Desktop Support Analyst to join its Technical Support team. The ideal candidate has 1-2 years of relevant experience with recent technical education. This position will be reporting to the Manager, Technical Support and be the main point of contact for all employee technical support issues. **Forward resumes to: [careers@torstardigital.com](mailto:careers@torstardigital.com)**

#### **THE POSITION:**

- Perform daily desktop support activities: software/hardware troubleshooting, installations and upgrades for our PC Windows and Mac OS machines.
- Deliver Technical support to all Torstar Digital employees and contractors in a timely and professional manner.
- Help the Torstar Digital employees make better use of the Technology available to them.
- Orient new staff during their first day about basic network, printer, email and other technologies available to them.
- Maintain up to date and accurate asset management records.
- Assist with I.T. projects on a ongoing basis
- Assist with improving processes of Help-Desk Support in order to meet growing business needs
- Help with backups and procurement when necessary

#### **ABOUT YOU:**

- 1-2 years experience in desktop support/system administration role in Windows/Mac environment.
- Linux knowledge is a plus
- Experience with Windows XP/Vista/Windows 7/Macosx 10.5.6 x32/x64 bit environments, MS Office 2007/Mac office 2008 support.
- Knowledge of networking concepts and familiarity with network troubleshooting methodologies.
- Windows 2003 Server administration preferred
- Post-secondary education in system administration
- Good communicator with strong customer service orientation
- Willingness to learn new technologies and continuously upgrade skills
- High energy individual
- Proven problem solving skills
- Team player

### **STUFF THAT'S NOT ON A RESUME:**

- Enthusiastic with a passion for excellence
- Professional, honest, hard working yet light hearted
- Fearless, driven yet patient
- A believer in Internet media, where it is today and where it is going

### **About Torstar Digital:** <http://www.torstardigital.com>

Torstar Digital's mission is to deliver technology and strategic leadership to its online-only properties, create winning online businesses that can leverage Torstar Corporation's wealth of media assets and assist in online enabling of Torstar Corporation's existing portfolio of print businesses. Torstar's current portfolio of leading digital properties includes thestar.com, toronto.com, workopolis.com, wheels.ca, Olive Media, eye Return Marketing and a variety of regional sites.