



# JOB OPPORTUNITY

## ICT Assistant

**STATUS:** Permanent, Full-Time  
**LOCATION:** Peterborough, ON

Cambium Inc. is a successful consulting and engineering company built on quality people doing quality work in a rewarding environment. It's our team that makes us unique.

We are currently seeking an **Information & Communications Technology (ICT) Assistant** with a wide variety of experience to join our team in Peterborough. The successful candidate will be the steward of Cambium's ICT systems, and provide support to internal (staff) and external clients.

### JOB DUTIES

- Provide ICT support for all Cambium service lines, as directed.
- Receive, track, and address all company computer, cellphone, and phone system related inquiries. Provide direct assistance or coordinate issue resolution with external service providers as directed.
- Monitor and coordinate maintenance of Cambium's network infrastructure, system security, and backups across all offices.
- Continuously identify and coordinate ways to optimize network or system performance and assist with strategic planning and forecasting related to company ICT needs. Participate in decisions about purchasing future hardware/software as requested.
- Maintain digital files related to Cambium's ICT systems; ensure prompt filing of receipts, reports, and correspondence. Maintain inventory and asset tracking systems for computer hardware and cellphones
- Plan, coordinate, track, and maintain corporate software licensing and subscriptions.
- Assist with employee onboarding/offboarding activities. Provide ongoing staff training in the proper use of hardware and software.
- Assist with ICT related project/client-specific needs as directed.
- Communicate planned and unplanned connectivity outages to all staff along with resolution confirmation and follow up requests/training as necessary.
- Occasional fieldwork, travel, and overtime required.
- Other duties as required, or directed.

### QUALIFICATIONS

- Three (3) years of experience in an ICT capacity preferred (wage to be commensurate with experience).
- A post-secondary diploma in Computer Engineering, Comptia A+ Technician certification, and valid and current Microsoft Certification(s) is preferred.
- Experience working in a consulting environment preferred.
- Strong writing skills, including proper spelling, grammar, and punctuation.
- Superior time management skills, multitasking skills, and the ability to prioritize tasks.
- Sound and independent judgment, reasoning, and discretion.
- Ability to interpret and implement company policies and procedures.



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- Resourcefulness and flexibility.
- Meticulous records maintenance skills.
- Proven superior telephone manners and strong interpersonal skills.
- Strong verbal skills to communicate with all levels of staff.

### ESSENTIAL ATTRIBUTES

- Reliable, professional, responsive, and positive work attitude – this is key!
- Not satisfied with 'Plan B' - willingness to stick with a challenge even when the going gets tough.
- Effective team player – enthusiastically supports other team members as needed
- Open to new responsibilities – not focused on what is or is not in the job description
- Putting in extra effort – sticking around longer than usual to help out when needed

Cambium welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process

If you're interested, send us some information that helps us understand how you are the right fit for this role and our team. Kindly forward your documents, in electronic format only, to [hr@cambium-inc.com](mailto:hr@cambium-inc.com).

### WHY CAMBIUM?

Our team is different. From camping trips and movie nights to company ball-hockey tournaments in the parking lot, our team likes to have a good time together. When we cannot be together (welcome to 2020), we continue to maintain our team's bond, through activities such as photo contests, shout-outs of appreciation and care packages.

Our team is hard-working. You'll need to be flexible and able to switch priorities frequently. Sometimes the days are long. But you are always compensated for your efforts, including a minimum of 3 weeks of vacation for new, full-time team members.

Our team is proud. Flexible scheduling. Donating a portion of our net income each year to local causes and events. Winning awards. You'll find it easy to feel good about Cambium.

If you want to read about a few of the benefits of working for Cambium, check out our Careers page: <https://cambium-inc.com/careers.php>.