



MRO Services
Airframe Maintenance - Canada
Windsor

Quick AAR information / resources

Website: aarcorp.com

Careers: aarcorp.com/careers

Email: windsorrecruiting@aarcorp.com

Position Title: Technology Administrator

The position

We are looking for a Technology Administrator to support the maintenance and operation of technology equipment and assist users with computer related issues. This role is reporting to the Senior Technology Administrator. Other key responsibilities include:

- Provide support and resolution to IT related issues to all facility users
- Support the setup of computer software, hardware, cell phones, print devices and network devices.
- Record issues and resolution in ticket software with detailed information regarding the reported incident
- Perform maintenance on all computer and network appliances
- Escalate or report major issues to the appropriate team or recipient(s)
- Perform backup of critical computers
- Monitor and maintain security camera system and badge access system
- Monitor Data room UPS and Power distribution units
- Document operational procedures (installation process, backups, reports, etc.)
- Responsible for the procurement and maintenance of all IT hardware
- Ensure security and privacy best practices are being followed
- Actively participate in AAR Aircraft Services Windsor's Safety Management System (SMS) including reporting safety hazards and incidents encountered in daily operations; understand and promote the company safety policy
- Perform other duties as required or directed

Total rewards

As a team member, you receive:

- Comprehensive benefits package
- RRSP Contribution – employee and employer
- Annual uniform and safety boot allowance
- Paid time off benefits, including 11 company paid holidays
- Third-party discounts
- Relocation assistance may be provided, if required
- Training and development opportunities and education assistance program
- Staff engagement and recognition events

Performance objectives

- **Analytical skills** – must be able to use data to determine cause and effect for complex problem solving
- **Teamwork** – collaborates with colleagues to achieve results and is also comfortable working independently
- **Building trust** – operates with integrity, discloses own positions, remains open to ideas, and supports others through dignity, respect, and fairness
- **Building relationships and partnerships** – develops and leverages relationships within and across teams to achieve results
- **Communication** – conveys information and ideas clearly and concisely to individuals or group in an engaging manner, helping them understand and retain the message
- **Attention to Detail** – ability to work in fast-paced environment with strong attention to detail managing multiple priorities
- **Sound professional judgement** – applied to problem solving, analyzing and timely decision making
- **Customer focus** – ability to deliver and ensure strong customer service

Education and experience

- Post-secondary education in a related field. University degree or college diploma preferred.
- 3-5 years' experience in troubleshooting Local and Wide area networks.
- Advanced knowledge of Switch and router Configurations and Maintenance.
- Comp TIA Network+ or Cisco CCNA certification would be considered an asset.
- Experience using MECM (SCCM) is considered an asset.
- Working knowledge of Windows Operating System, Office 365, and Active Directory.
- Experience in VoIP communications

Working Conditions

- Office and Production environment
- Regularly required to sit, stand, bend, reach and move
- Ability to lift 50lbs and climb ladders
- Overtime may be required
- May be required to travel to other AAR facilities in Canada and US.

Why should you apply?

- AAR is the only aerospace / defense company on Forbes' America's Best Mid-Size Employers list.
- Our innovative and entrepreneurial culture encourages employee input in every aspect, from day-to-day activities to the company's future growth.
- Our learning and career development program affords employees a learning path with the necessary tools and resources needed to help build their career at AAR.
- We support non-profits and organizations that work to improve society in four primary areas: veterans and active military; education with an emphasis on STEM; health and wellness; and diversity / inclusion.

About AAR

AAR is an awarded global aerospace and defense company that offers employees a long-term career pathway and the opportunity to work with a great team! At AAR, our people remain our priority! We create the #BestTeamInAviation by focusing on recruitment, training, growth, engagement, and retention. AAR employees are empowered to meet their individual professional development goals through our global learning and development program, mentorship program, leadership training, continued education, networking, and much more!

AAR is committed to building a diverse and inclusive workforce. We encourage applications from people of all races, ethnic origins, religions, abilities, sexual orientations, gender identities, or expressions. We are dedicated to the health and safety of our people, our customers, and the communities where we live and work.

Qualified applicants may email their resume to windsorrecruiting@aacorp.com up to and including October 19, 2023

Please quote file #AAR-112. Please submit your resume in MS Word or PDF format.

Although all applications are appreciated, only those candidates selected for an interview will be contacted.