

Job Offer



The McCord Museum is the museum of all Montrealers, a social history museum that celebrates life in Montreal, both past and present—its history, its people, and its communities. Open to the city and the world, the Museum presents exciting exhibitions, educational programming and cultural activities that offer a contemporary perspective on history, engaging visitors from Montreal, Canada and beyond. It is home to one of the largest historical collections in North America comprising over 200,000 objects and works of art, 2.15 million photographs, 3,500 rare books and 340 linear metres of textual archives, which make up its **Dress, Fashion and Textiles, Photography, Indigenous Cultures, Documentary Art, Material Culture, and Archives** collections. McCord Museum: Our People, Our Stories.

All of the McCord Museum's activities revolve around **six core values: diligence, integrity, inclusion, audacity, creativity and commitment.**

We are looking for an *IT Technologist*

Ref. 202218E

The Operations division plays an important role in providing administrative and technologic services to a staff of 100 people. The Information Technology (IT) Department provides reliable and secure service to users of computerized or audiovisual systems.

Under the supervision of the Head, Information Technology, the incumbent collaborates on technical activities and problem resolution. They are responsible for user IT support. They help develop and improve work methods and procedures at the McCord Stewart Museum.

Duties and Responsibilities

- Assess, prioritize and fulfill user requests and follow up as needed
- Provide user support remotely and on site as needed
- Provide escalation support to the IT Manager and issue recommendations
- Lead customer training sessions on IT policies, directives, and processes and act as a subject matter expert and champion within the Museum
- Seek opportunities to improve user satisfaction
- Maintain IT inventory (computers, monitors, software and other peripherals)
- Support hardware and software installations and configurations as defined by current standardized procedures
- Develop basic functional knowledge and documentation of IT systems (Microsoft, LAN/WLAN, Account Management, Endpoints, Printing, Directory Management, Site Infrastructure)
- Maintain, monitor, and administer related computing environments, including directories, systems software, applications software, network and management tools
- Ensure systems and software are up to date through system monitoring and regular upgrades
- Ensure proper functioning backups
- Develop, document, communicate, and enforce policies for standardization and security
- Participate in various IT related projects
- Participate in evaluation, design, and implementation of new systems that increase productivity or enhance overall business operations
- Identify and suggest process and system enhancements
- Keep technical knowledge of the Museum's software and systems up to date
- Other duties as required

Employment Conditions

- Permanent position; probation period: 3 months; beginning in the fall
- Salary according to the Museum's salary ranges, competitive compensation; generous benefit and vacation package

Qualifications and Profile Required

- Diploma in Information Technologies or relevant field
- Three (3) years of experience with IT support; All combinations will be considered
- Strong expertise in Microsoft, Active Directory, DNS, DHCP, GPO, Windows 10 and 11
- Good knowledge of Microsoft Endpoint Manager, Intune and Windows Server 2012 to 2019 and Network TCP/IP
- Knowledge of Microsoft Azure, iOS, Mac OS and Android, an asset
- Orientation towards customer service, ability to quickly answer requests and questions
- Good teamwork and positive attitude; Ability to manage emergencies; sense of initiative
- Availability to work flexible hours and overtime as needed
- Ability to communicate both verbally and in writing, in English and French
- Willingness to learn and discover new things
- Interest in heritage and cultural activities

Why join the McCord Museum's team?

- Challenging projects, teleworking, flexible working hours; two (2) weeks' vacation for the holiday season and three (3) weeks during the year; four (4) wellness days, group insurance and generous pension plan;
- Social and cultural activities; private tours of exhibitions; training opportunities; collaborative and inclusive work environment.

The McCord Stewart Museum is committed to providing a skilled workforce that reflects the diversity of Montreal's population. We hire based on individual role requirements and select our employees based on their qualifications, skills and experience. We do not discriminate based on personal differences.

We thank all those who will be submitting their applications in advance. However, only those selected for the interviews will be contacted.

Applications for the position will be accepted until **October 24, 2022 (Ref.: #202218E)**. Please provide:

1. **Letter of intent**
2. **Your salary expectations**
3. **Curriculum vitae.** Send to the Human Resources Department by e-mail: emplois@mccord-stewart.ca

For more information on the McCord Stewart Museum,
please visit: musee-mccord-stewart.ca

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Alexis Walker, Associate Curator, Dress, Fashion and Textiles, preparing for the exhibition *Parachute: Subversive Fashion of the '80s*.

Marilyn Aitken, McCord Stewart Museum



François Vallée, Project Manager, Exhibitions, setting up the *Dior* exhibition.

Laura Dumitriu, McCord Stewart Museum



Anne MacKay, Associate Conservator, and Caterina Florio, Head, Conservation, in one of the Museum's conservation labs.

Marilyn Aitken, McCord Stewart Museum



Joanna Abrahamowicz, Cultural Mediator, during a historical tour.

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The exhibition *Indigenous Voices of Today: Knowledge, Trauma, Resiliences*

Marilyn Aitken, McCord Stewart Museum



The exhibition *JJ Levine: Queer Photographs*

Roger Aziz, McCord Stewart Museum

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