

JOB OPPORTUNITY

Position Title: Supervisor, IT Support

Position Type: Regular/Full-Time

Location: Mississauga, ON

Job Grade: 6

Hiring Range: \$73,372 to \$106,304/year

Hours of work: 36.25 hours/week

Reports to: Manager, Information Technology

This posting is applicable to: Internal/External Applicants

Skilled Trades Ontario (STO) is a Crown agency responsible for skilled trades certification in Ontario, which includes:

- **Establishing apprenticeship programs**, including training standards, curriculum standards and certification exams.
- **Administering apprenticeship programs**, including approving apprentices and sponsors, registering training agreements and assessing applications for apprenticeship program completion.
- **Issuing certificates of apprenticeship** to completed Ontario apprentices.
- **Assessing experience and qualifications** of individuals who have not completed an apprenticeship program in Ontario.
- **Administering exams**, including certifying exams, in all trades subject to certifying exams.
- **Issuing Certificates of Qualification** in all trades with certifying exams.
- **Renewing Certificates of Qualification** in compulsory trades.
- **Maintaining a Public Register** of people authorized to work in compulsory trades.
- **Researching** apprenticeships and the trades.

The Support Team Supervisor is responsible for leading and developing the technical support team to ensure delivery of high-quality customer service and efficient issue resolution. This role oversees day-to-day operations, sets performance standards, improves support processes, orients and train support staff and works closely with cross-functional teams to drive continuous service improvement.

Responsibilities:

Service Delivery & Operations

- Triage and prioritize incoming tickets, escalations, and service requests.
- Oversee daily operations of the support team, ensuring adherence to departmental and quality standards.
- Monitor ticket queues and ensure timely, accurate responses and timely resolutions.
- Ensure accurate and up-to-date knowledge base content for both internal use and customers.

Customer Experience

- Ensure that all interactions deliver exceptional customer service.
- Handle complex or escalated customer issues and manage communication through resolution. Speedy resolution of the raised issues.
- Analyze customer feedback to identify recurring issues and improvement opportunities.

Process Improvement

- Develop, maintain and refine support processes, workflows, and documentation to improve efficiency and consistency.
- Collaborate with other IT and business operations teams to resolve technical and systemic issues
- Lead initiatives to automate repetitive tasks and optimize tools.
- Plan and lead support team project as needed to improve business operations.

Reporting & Metrics

- Track and report on KPIs such as response time, resolution time, loading, backlog, and SLA compliance.
- Provide weekly and monthly performance updates to leadership.
- Use data to identify trends, gaps, and improvement opportunities.

Qualifications:

- 3–5+ years of experience in a technical support, IT service desk, or customer support role.
- 1–3+ years of experience leading or supervising a team.
- Strong understanding of ITIL principles, incident management, and support operations.
- Excellent communication, problem solving, and conflict resolution skills.
- Manage multiple priorities in a fast paced environment.
- Office 365 administration

- Experience with support management tools such as Quest Kace and or other similar systems are preferred.
- Certifications: ITIL Foundation, HDI Team Lead, or relevant technical certifications are preferred.
- Experience in SaaS, enterprise IT, or customer-facing product environments are preferred.

Skills Include:

- ITIL 4 Foundation
- CompTIA A+
- CompTIA Network +
- Microsoft 365 Certified Endpoint administrator associate

Knowledge of:

- Administer and optimize support platforms/tools (e.g., ticketing systems, knowledge bases).

What STO Offers:

- Work-life balance
- Comprehensive health and dental benefits
- RRSP matching (up to 6%)
- Employee Assistance Program (EAP) through TELUS Health with employee perks

How to Apply: Please submit your resume by **March 19, 2026** to ADP via the following link:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ca763c0a-275d-409e-95c5-2b5d98d0de89&cclId=19000101_000001&jobId=608315&lang=en_CA&source=CC2

Our Recruitment Process Includes:

- Step 1: Resume Screening
- Step 2: Phone Screening
- Step 3: Panel Interview(s)/Assignment
- Step 4: Selection
- Step 5: Offer of Employment

We thank all applicants for their interest and will only contact those whose skills, knowledge, and experience most closely match the requirements of the position.

Skilled Trades Ontario embraces diversity and is committed to creating an inclusive workplace. Our goal is to attract, develop and retain highly talented employees from diverse backgrounds, allowing us to benefit from a wide variety of experiences and perspectives. In accordance with the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005, and Skilled Trades Ontario's Accommodation Policy, accommodation will be provided at any point throughout the hiring process, provided the candidate makes their accommodation needs known to Skilled Trades Ontario. We welcome applications from all qualified persons.

Skilled Trades Ontario is an equal opportunity employer.