QUESTER TANGENT
Passenger Rail Experts

Job Description

1. Job Title: Information Technology Specialist

1.1. Department: Technology

1.2. Sub- Department / Group: N/A

1.3. Reports To: Chief Technology Officer

1.4. Direct Reports: Supervision of IT staff – *May also provide technical guidance to contractors, managed service providers.*

2. Job Description

2.1 Position Summary

The Information Technology Specialist is responsible for the administration, support, security and continuous improvement of Quester Tangent's enterprise technology environment.

Reporting to the Chief Technology Officer (CTO), the position serves as the Company's primary information technology resource, ensuring employees receive responsive and effective day-to-day technology support while maintaining reliable, secure and resilient enterprise infrastructure and business systems.

The role is accountable for managing end-user computing, Microsoft 365, cloud services, physical servers, networking, cybersecurity, telecommunications, enterprise applications and technology operations across the organization. Working collaboratively with employees, managers, external vendors and managed service providers, the incumbent ensures technology services effectively support software and hardware development, manufacturing, procurement, project delivery and corporate operations.

In addition to maintaining day-to-day operational excellence, the Information Technology Specialist identifies opportunities to modernize technology, improve cybersecurity, enhance service delivery and strengthen business continuity. The role acts as a trusted technical advisor to the Chief Technology Officer by providing recommendations that support the Company's technology roadmap and long-term operational requirements.

2.2 Responsibilities

End User Support & Service Delivery
Provide responsive, professional and customer-focused technology support across the organization while ensuring technology issues are resolved efficiently and effectively, including, but not limited to:

- Managing the corporate IT support mailbox and coordinating the prioritization, assignment and resolution of technology support requests.

- Providing technical support for desktops, laptops, mobile devices, Microsoft 365, networking, printers, telephony, audio visual systems and other technologies.
- Diagnosing and resolving hardware, software and connectivity issues while maintaining ownership through to resolution.
- Configuring, deploying and maintaining end-user computing equipment and peripheral devices.
- Configuring and troubleshooting end-user computing equipment provided to staff for travel to remote worksites.
- Provisioning and decommissioning user accounts, system access and technology assets.
- Supporting employee onboarding and offboarding activities.
- Developing end-user documentation and providing user training to improve technology adoption and reduce recurring support issues.
- Promoting excellent customer service while maintaining appropriate response times and communication with end users

Enterprise Infrastructure & Cloud Services
Administer and maintain Quester Tangent's enterprise technology infrastructure to ensure systems remain secure, reliable, resilient and capable of supporting business operations, including:

- Administering Microsoft 365; including Exchange Online, Teams, SharePoint, Entra ID and related cloud services.
- Administering endpoint management, device configuration and software deployment.
- Maintaining server infrastructure, networking equipment, wireless infrastructure, VPN connectivity and telecommunications systems.
- Administering backup, recovery and disaster recovery systems.
- Monitoring infrastructure health, system performance and service availability.
- Maintaining accurate technical documentation for enterprise systems.

Enterprise Applications & Business Systems
Ensure business-critical technology platforms remain available, secure and effectively support operational requirements, specifically:

- Supporting ERP systems, engineering applications, manufacturing systems and business software.
- Monitoring and administering software licensing, subscription renewals, and technology contracts.
- Supporting meeting room technology, audio visual systems and collaboration platforms.
- Coordinating technology upgrades, software deployments and system integrations.
- Supporting testing and implementation of new technologies.

Vendor & Technology Management
Develop effective working relationships with external technology partners while ensuring services and technology investments provide value to the organization, including:

- Coordinating managed service providers and technology vendors.
- Obtaining quotations and technical recommendations for hardware, software and technology services.
- Managing hardware warranties, repairs and vendor support activities.
- Maintaining technology asset inventories and lifecycle plans.
- Providing technical recommendations supporting future technology investments.

Technology Leadership & Business Partnership
Act as the Company's principal technical IT resource by partnering with the CTO and the senior management team to understand operational needs and recommend technology solutions that improve productivity, reliability and security, including:

- Building collaborative relationships across all departments.
- Providing technical advice and recommendations to managers and the CTO.
- Supporting technology planning discussions and infrastructure modernization initiatives.
- Evaluating emerging technologies and identifying opportunities to improve business processes.
- Promoting technology best practices, standardization and continuous improvement across the organization.

Governance, Documentation & Business Continuity
Support effective governance of the Company's technology environment through documentation, standards and operational planning, including:

- Maintaining IT policies, procedures, and technical standards.
- Developing and updating system documentation, network diagrams and configuration records.
- Supporting business continuity and disaster recovery planning.
- Participating in disaster recovery testing and technology resilience exercises.
- Ensuring that technology assets are managed in accordance with corporate policies and regulatory requirements.

Technology Planning, Projects & Continuous Improvement
Support technology modernization initiatives that improve operational efficiency and user experience, including:

- Assisting with annual technology budgeting and forecasting.
- Leading or participating in infrastructure, systems and technology projects.
- Coordinating technology upgrades and software implementations.
- Supporting lifecycle replacement planning.
- Identifying opportunities to automate business processes and improve service delivery.
- Supporting, where required, implementation of AI-enabled technologies, including M future productivity platforms where appropriate.
- Continuously improving technology services, documentation and support processes.

2.3 Authority / Approval limits

Authorized to implement and administer enterprise technology systems and solutions, as well as coordinate external vendors and managed service providers within approved budgets and delegated authority.

The incumbent is expected to promptly escalate significant operational, cybersecurity or business continuity risks that may impact the organization.

2.4 Cadence

- Daily stand-ups with Chief Technology Officer.
- Weekly Team Product and Technology meetings.
- Weekly project and operational meetings as required.

- Monthly Technology Management Committee meetings.
- Monthly infrastructure, cybersecurity and technology performance reviews.
- Quarterly technology roadmap, asset lifecycle and disaster recovery reviews.
- Annual technology planning and budgeting.

3. Position Requirements

3.1 Qualifications

- Bachelor's Degree or Diploma in Information Technology, Computer Science or a related discipline.
- Professional certifications such as Azure Administrator Associate, Microsoft 365 Administrator, CompTIA Security+, Cisco CCNA, VMware VCP, ITIL Foundation or equivalent are considered strong assets.

3.2 Experience

- Seven (7) to ten (10) years of progressively responsible information technology experience.
- Demonstrated experience administering Microsoft 365 and enterprise cloud technologies.
- Experience supporting enterprise infrastructure, networking, cybersecurity and endpoint management.
- Experience supporting manufacturing, engineering or technology-based organizations is preferred.
- Experience managing external technology vendors and managed service providers.
- Proven ability to balance responsive customer support with enterprise technology administration.

3.3 Skills

- Excellent troubleshooting and analytical skills.
- Strong understanding of cybersecurity principles and best practices.
- Excellent customer service and interpersonal skills.
- Effective written, verbal and presentation skills.
- Strong planning, organization and time management abilities.
- Ability to manage multiple competing priorities while maintaining a high level of customer service.
- Demonstrated initiative, sound judgement and a continuous improvement mindset.

3.4 Other Requirements

- Domestic and international travel (5%).
- Ability to obtain Government Security Clearance where required.
- Valid passport and ability to travel internationally.

4. Core Competencies

- **Corporate Values** – Demonstrates integrity, accountability, and consistency across the technology function.
- **Creativity** – Identifies practical improvements to internal processes, workflows, and systems that enhance efficiency, clarity, and sustainability across the technology function.

- **Knowledge of Field** – Demonstrates a strong understanding of core areas of the organization as well as the technology field.
- **Communication** – Clearly articulates complex technical and technological concepts to diverse audiences, fostering understanding and alignment across all levels of the organization.
- **Strategic Collaboration** – Works cross-functionally to align technology with operational and long-term business initiatives.
- **Bias for Action** – Makes well-informed, data-driven decisions under pressure.

5. Working Conditions

5.1 Position Type

- Permanent Full Time

5.2 Position Location

- Quester Tangent Head Office
- 100% In-Office
- 5% domestic and international travel required

5.3 Hours of Work

- 40 hours per week
- IT resources must be available to cover the period 7:00AM to 5:00PM; the incumbent is responsible for planning department resources appropriately.
- No overtime eligibility; before / after hours flexibility is required to meet demands

6. Document Control

Document ID:	DHR-QTJD-0101-IT Specialist
Version / Revision Date:	2026-08-19
Prepared By:	Human Resources
Approved By:	Chief Technology Officer