

YWCA Toronto transforms lives. As the city's largest multi-service women's organization, we help women escape violence, move out of poverty and access safe, affordable housing. We work tenaciously to break down barriers that hold women back from achieving equality.

Internal/External Job Posting
Information Technology Specialist (Contract)
Finance & Information Technology
JOB ID: FIN0366

Employment Type:	Full-Time, Contract
Work Hours:	35 hours per week (Outside regular office hours and weekends may be required)
Salary:	\$47,878 annually (Level C5 pending job classification), plus comprehensive benefits
Location:	87 Elm Street, Toronto, ON M5G 0A8
Contract Start Date:	December 1, 2020
Contract End Date:	May 31, 2022
Application Deadline:	Wednesday, November 4, 2020

JOIN OUR TEAM

YWCA Toronto strives to uphold anti-discrimination practices and anti-oppression principles to ensure that the rights of all individuals are respected and protected. We work to promote a climate that is welcoming of all women and individuals who identify as trans, intersex, non-binary, agender, and/or Two-Spirit. We encourage applications from women and gender diverse people from all races, ethnic origins, religions, abilities and sexual orientations.

The Information Technology Specialist is responsible for managing and executing everyday operations in the IT Department. They are also responsible for troubleshooting computer problems.

ABOUT YWCA TORONTO

YWCA Toronto is dedicated to improving the lives of women and girls. Our programs promote equality, economic security and lives free from violence. We help women and girls flee violence, secure housing, find jobs, establish their voices, enhance skills and develop confidence. We offer a range of housing options, employment and training programs, community support programs, girls' programs and family programs. We also engage in systemic advocacy.

KEY RESPONSIBILITIES

- Provides Tier 1 support through helpdesk and escalates issues, as required
- Primarily provides phone and email support to end-users (staff and clients) on software and hardware -related issues; provides in-person support, as required
- Troubleshoots software/hardware for staff and public facing workstations
- In conjunction with Senior IT Administrator, provides ongoing maintenance of all workstations (e.g. patches, updates)
- Maintains the configuration of workstations to ensure network security
- In conjunction with Senior IT Administrator, administers and supports client control software
- Maintains records of upgrades, updates, maintenance and repairs of each machine
- Provides A/V support where required for different venues at Elm administrative office

- In conjunction with the Senior IT Administrator, troubleshoots network connectivity outages
- In conjunction with the Senior IT Administrator, liaises with Internet Service Provider (ISP) and phone company to re-establish Internet connection when required
- Maintains records of upgrades, updates, maintenance repairs and ISP service outages
- Troubleshoots phone issues related to traditional PBX, VoIP and Cloud hosted phone systems
- Troubleshoot issues pertaining to Association owned mobile devices
- Monitors helpdesk phone and email, maintains help desk software
- Creates and maintains documentation and a detailed understanding of all computer issues

QUALIFICATIONS

- In-depth knowledge of an academic or technical discipline normally acquired through courses leading to a relevant undergraduate degree or equivalent experience in the computer/technology field (Cases for Equivalency will be considered)
- 1 to 3 years of directly related work experience
- Working experience in a windows server based network environment
- Working knowledge of all client-based Windows versions, Mac OSX, Microsoft Office suites
- Working knowledge of Apple iOS
- Proven hardware and software troubleshooting skills
- Detail oriented, with excellent organizational and analytical skills
- Creative problem-solving and logistical skills
- Ability to work independently and as part of a team
- Ability to lift and carry up to 50lbs
- Ability to work with a range of people within a multicultural environment
- Demonstrates awareness of issues affecting women and girls

Note: Will be required to travel occasionally to other sites.

HOW TO APPLY

Please submit your cover letter and résumé to: Jimmy Liew, Manager of Information Technology at itjobs@ywcatoronto.org.

Please quote JOB ID number FIN0366 and your name in the subject line.

Please note: A vulnerable sector police reference check is required by the successful candidate prior to hiring. YWCA Toronto is a unionized workplace. Staff are represented by CUPE Local 2189. This position is not within the Bargaining Unit.

YWCA Toronto promotes the principles of anti-oppression and adheres to the tenets of the Ontario Human Rights Code. We encourage applications from women of all races, ethnic origins, religions, abilities and sexual orientations.

YWCA Toronto provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. If contacted, please advise us if you require any accommodation. While we thank all candidates for their interest, only those selected for an interview will be contacted.

YWCA Toronto is a Scent-Sensitive Workplace.

Posting date: October 20, 2020