



miskanawah
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SYSTEMS SUPPORT COORDINATOR

Location: 2716 Sunridge Way NE
Position Type: Full time, Permanent
Hours: Monday – Friday (37.5 hours per week)
Program: Miskanawah

Position Summary:

Miskanawah is an Indigenous agency that draws jointly from the strengths and guidance of Indigenous teachings and traditions and evidence-based practices in human services, to support vulnerable children, youth and families.

The Systems Support Coordinator will perform a variety of moderately complex information technology support duties to ensure smooth delivery of technology services, doing this all while requiring minimum supervision. This individual is responsible for repairing computers or printers when needing to be fixed; as well, as create username and passwords. This role is responsible for timely and effective resolutions to end-user productivity issues as they relate to IT-serviced computer operations.

Responsibilities:

- Maintain, troubleshoot and optimize Miskanawah's IT systems (including phones, email, operating systems, and hardware)
- Analyze, update, collect and deliver data
- Train staff in a variety of IT needs
- Create training materials around company's technology
- Manage user access to software
- Accurately managing, tracking and placing IT hardware and software orders and managing and tracking order requests from staff
- Administer user accounts
- Manage email distribution lists
- Resolve end-user IT issues, such as password reset, software questions, PC hardware problems, Internet connectivity, configurations, etc.
- Provide one-on-one end-user support and problem resolution via telephone, e-mail, and other means of communication.
- Perform in-person, on-site support on computers, printers, and other technology.
- Participates in moves, ads, and changes to network and systems access for new, departing, or promoted/demoted employees.
- Prioritize tasks according to priority
- Assist in minor IT projects (hardware setup/ deployment)



Skills and experiences:

- Experience working with non-profit organizations an asset
- Proficiency in Microsoft Office 365
- Ability to multi-task in a fast-paced work environment
- Ability to respond quickly in a dynamic and changing environment
- Ability to work collaboratively with many different people and teams
- Excellent organizational and time management skills
- Ability to diagnose problems, perform repairs on IT assets, and provide support for a wide range of devices.
- Broad and detailed knowledge of IT and computer skills
- Strong self-motivation to complete tasks in a timely manner
- Ability to analyze and interpret the needs of clients and offer the appropriate options and solutions
- Ability to effectively communicate both verbally and in writing

Requirements:

- Post-secondary diploma or degree in computer science or equivalent is preferred
- 2-4 years of related experience with computers and providing customer service in a technological environment
- Criminal Record and Vulnerable Sector Check
- Child Intervention Check
- Professional Development

We offer the opportunity to be part of a creative and positive work environment, a competitive salary, supports for professional development, opportunity for advancement, and the chance to be part of a team that supports children, youth and families to thrive within a culturally responsive community.

Please submit a cover letter and resume to careers@miskanawah.ca by January 22, 2021. Please reference "Systems Support Coordinator" in the subject line.