

INTERNAL / EXTERNAL

Position:	Part Time IT Coordinator
Type:	Permanent, Part-Time, Non-Bargaining Unit
Number of positions posted:	1
Rate:	\$27.41 - \$30.25 per hour
Number of Hours:	10 hours per week, Monday to Friday (Flexibility required: some evenings and weekends)
Supervisor:	Senior Manager, Employment and Training Services
Posting Date:	July 13, 2021
Application Deadline:	July 27, 2021
Location:	145 Front Street East, Lower Level Unit #2, Toronto ON

Fred Victor is a not-for-profit, multi-service community-based organization that has assisted people living on low incomes in Toronto for over 125 years. We work in partnership with individuals from diverse backgrounds who face poverty, homelessness, mental health issues, addictions, and/or social isolation to address their needs and hopes and advocate for a more equitable society. Please see our website at www.fredvictor.org. Fred Victor works with a highly diverse population of people and upholds the values of respect, choice and inclusion.

Job Summary:

As a member of the Employment & Training Team, the Part Time IT Coordinator provides ongoing computer support and expertise in the areas of network maintenance and support to all public computers networked with the Employment Services, troubleshooting and maintenance of all public computer hardware and software, ongoing hardware and software upgrades and purchases, and basic training to the team.

Responsibilities:

Information Technology (IT):

- Responsible for all computer hardware and software maintenance, troubleshooting and servicing, upgrades and installation of ETS public use, networked equipment.
- Responsible for all network servicing, maintenance and support, and ensures that the network is functioning. Coordinate with Fred Victor IT Support as required.
- Maintain hardware and software inventory and replacement/renewal schedule.
- Advise on and purchase all computer-related equipment and resources for the ETS – Food Services department.
- Trains team in basic hardware and software troubleshooting, Internet and computer fixing.
- Keeps up-to-date documentation of network set-up, records all invoices and software licenses, and monitors and maintains a log of networking functioning.
- Maintains Confidential Information: has access to all confidential and employee information stored on Fred Victor servers, has access to and coordinates passwords for all Employment & Training employees.

Training:

- Participate, in conjunction with other ETS Management team members, the training of new staff on Pirouette, POES and EOIS-CaMS, ensuring best practices are being met.
- Support with the implementation of best practices and staff training regarding Microsoft Office.

Administrative:

- Prioritizes and manages efficiently in a multi-tasked environment, applying appropriate due diligence, ensuring accuracy in completing all required supporting documentation.
- Maintains proficiency with software applications, efficiently manages and promptly responds to all incoming enquiries and ensures an optimal level of customer service and professionalism.
- Attend and participate in meetings with Supervisors, Coordinators, Managers, Senior Managers and Directors.
- Collaborate and ongoing planning with Senior Manager, Employment and Training Services – Food Services on program goals and development.
- Ensure that staff are accurately documenting and reporting all information in the appropriate places, with the relevant parties to an acceptable prescribed standard, and ensure relevant information is appropriately documented.
- Participate in the development and writing of operational procedures.
- Attend and participate in organizational and special events committee work.
- Identify and establish links with other departments within FV and provide training opportunities.
- Support and monitor Health and Safety issues, ensuring safe work environment for all staff in work place and community.
- In partnership with Senior Manager, complete all funding and report requirements as well as budget monitoring in an accurate and timely manner.
- In partnership with Senior Manager, complete budget development and program proposals in an accurate and timely manner.

Quality:

- Ensures that the programs are high quality, cost effective and provide positive client experience
- Participate in the planning and evaluation processes and identify recommendations for improvements for services in accordance with the funder's requirements and the FVC Annual Review process
- Receive collated monthly statistics and information from the planning and evaluation processes
- Participate and assist in the development of project funding proposals, submissions, summaries, reports, and reviews.
- Additional duties as required

Qualifications

- Minimum 3 years' experience supporting information technology in an organization
- Degree program in Information Technology or related field preferred
- Experience installing and troubleshooting Windows client and Windows server
- Experience administering Microsoft Office, Google and Google Suite
- Applied knowledge of WiFi network operation
- Demonstrated ability to collaborate and influence positive change with various staff and service teams
- Possesses high-level skills that enable effective work at the individual, program and systems-level
- Adaptable, proactive, a self-starter and the ability to work independently
- Ability to maintain information in confidence and exercise good judgment
- Superior organizational skills, attention to detail, ability to prioritize, time management skills to effectively handle multiple priorities and meet competing deadlines with minimal supervision

- Must have strong interpersonal and communication skills (written/oral) and an ability to work cooperatively with managers and community partners
- Proficiency in all Microsoft Office products is required - i.e. Word, Excel, Publisher, PowerPoint, etc.
- Behave Ethically: Understand ethical behaviour and business practices, and ensure that own behaviour is consistent with these standards and aligns with the values of the organization
- Support and understanding of the mission and purpose of Fred Victor
- Thorough understanding of issues that affect those living in poverty, effected by homeless, living with mental illness and/or substance use disorder

Working Conditions:

The Part Time IT Coordinator will be responsible for interacting with clients, staff, employers, external stakeholders, and management. The work involves regular stress and handling multiple demands effectively. Works primarily days, with some evenings and weekends, upon request or as needed.

Physically, the Part Time IT Coordinator works indoors in a large office space, which is wheelchair accessible and will attend meetings at other Fred Victor sites. The job involves sitting and working at a computer. It also has physical requirements regarding loading, lifting and/or bending, candidate should be able to move and service computer equipment found in the office setting.

Please submit a resume and cover letter detailing how you meet the job requirements by e-mail no later than:

Tuesday, July 27, 2021 to:

Heather Burke, Acting Senior Manager - ETS: ets@fredvictor.org

Applicants should quote the job title in the subject line.

NO PHONE CALLS, FAXES OR MAILED RESUMES PLEASE.

We strive to foster a workplace that reflects the diversity of the community we serve and welcome applications from all qualified candidates; however, only those selected for an interview will be contacted.

The successful candidate will be required to provide a current police reference check prior to being hired.

Fred Victor is also committed to developing an inclusive, barrier-free selection process and work environment. If contacted, please advise the hiring manager if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner. Information received relating to accommodation requests will be treated with confidentiality.