

INFORMATION TECHNOLOGY ASSISTANT

The Ontario English Catholic Teachers' Association, representing 45,000 teachers in Ontario's publicly funded Catholic schools, invites applications for the position of Information Technology Assistant.

We are looking for a proactive professional who will be responsible for providing comprehensive database management, website and end-user support. The role will provide an opportunity to participate in new IT initiatives, working closely with employees throughout our Association.

As our ideal candidate you enjoy helping others and understand the importance of providing exceptional customer service. The successful candidate will be detail oriented, an effective communicator and adept at handling sensitive information and files while prioritizing privacy and confidentiality. The role requires the flexibility and ability to manage multiple priorities and tasks simultaneously. Strong judgment and adherence to procedures, combined with excellent time management skills, will contribute greatly to the success of this role.

Responsibilities

- Database management.
- Perform website management in a Kentico and iMiS website environment.
- Monitor and triage tickets, as part of Service Desk team; tracking cases from beginning through to resolution for on-site and remote users.
- Ensure thorough documentation of issues and resolutions.
- Provide IT training to staff and deliver support to both onsite and remote users.
- Manage the installation, configuration, and maintenance of third-party tools, e.g., Anti-Virus and similar applications.
- Perform installations, adds, moves, and changes for PCs, monitors, printers, mobile devices and related peripherals.
- Assist with workspace moves (IT equipment) .
- Maintain hardware/software inventory and record changes and equipment transfer.
- Coordinate hardware repairs, undertake routine maintenance, and modify computer systems and related equipment.
- Work with vendors to troubleshoot and resolve hardware and software issues.
- Assist in procurement and research of hardware upgrades.
- Supporting hardware (printers, scanners, laptops, and Macs and other peripherals).
- Supporting software applications.
- Execute other duties as assigned.

Qualifications

- Successful completion of a diploma in Computer Technology or related field from a recognized post-secondary institution or technical institution.
- Two (2) year related experience.
- Basic knowledge of LAN/WAN/VPN technologies, network protocols, and computer and network security protocols.
- Knowledge of Office 365 including MS Access, Kentico and iMiS web content environment Windows 11, MacOS, Cvent, TeamViewer, Adobe Acrobat and SharePoint.
- Excellent communication and interpersonal skills, with the ability to work collaboratively with internal and external users.
- Ability to maintain strict confidentiality when handling sensitive information.
- Demonstrated ability to make independent decisions using sound judgement.
- Strong analytical and organizational abilities with attention to detail.

This is a Support Staff position under the COPE collective agreement. Starting salary begins at approximately \$73,393 and increases with experience to a maximum of approximately \$79,960 after 18 months. Support Staff are enrolled in the Ontario Municipal Employees' Retirement System (OMERS) defined benefits pension plan, and employer paid health, dental, and life insurance, where eligible.

The successful candidates should be prepared to become involved in additional professional growth programs in consultation with the Director of Information Technology.

APPLICATION PROCESS

Qualified candidates are required to submit a résumé electronically to the attention of Cindy Robidoux, Manager of Executive Administration and Human Resources, via email to hr@catholicteachers.ca

We appreciate the interest of all applicants, however, only those selected for an interview will be contacted.

SELF-IDENTIFICATION

The Ontario English Catholic Teachers' Association is committed to employment equity and is actively seeking to ensure a representative workforce. Applicants with lived experience as an Indigenous person or a member of an equity-deserving group are encouraged to self-identify in their covering letter.

1. Do you self-identify as First Nations, Métis, and/or Inuit?
2. Do you self-identify as a member of a Black community or racialized community?
3. Do you self-identify as a person living with a disability?
4. Do you self-identify as a woman, man or as gender diverse?
5. Do you self-identify as 2SLGBTQIA+ (Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Asexual)?

In accordance with the *Accessibility for Ontarians with Disabilities Act* and all other applicable legislation, The Ontario English Catholic Teachers' Association is pleased to accommodate individual needs for applicants with disabilities within the recruitment process. Please let us know if you require an accommodation to ensure your equal participation in the recruitment and selection process.