



INTERNAL / EXTERNAL JOB POSTING

IT Systems Specialist

Full time Permanent

Massey Centre (“the Centre”) is an award-winning, accredited Children’s Mental Health Centre that is a multi-service, non-profit, unionized, community agency located in the east end of Toronto. The Centre is committed to nurturing empowerment, independence and growth for young pregnant and parenting women, children and families in a non-judgmental, inclusive environment by providing a residential care and treatment program; supportive transitional housing; on-site high school program, community housing support and referral services; and maternal infant mental health programs and services. We do this by working collaboratively as a multi-disciplinary team with community partners to provide holistic programs and support that respond to mental health, education and transitional needs. The Centre also operates an EarlyON Child and Family Centre and an Early Learning Centre. All the programs and services are open to families, young women and their children living in the broader community.

The IT Systems Specialist contributes to the achievement of the Centre’s mission, vision, strategic directions and objectives by working closely with the Director of Finance and Administration to oversee the Centre’s IT infrastructure and assets and ensure smooth operation of its systems and networks.

She/he is responsible for monitoring and maintaining the network performances, liaising with staff and contracted maintenance personnel in the resolution of network problems, providing timely and effective Help Desk support and resolutions to IT end-user productivity issues, and for in-house training of all staff on the use of the Centre’s systems and network as required.

Term: Permanent Full-time (40 hours/week)

Program: Finance and Administration

Reports to: Director of Finance and Administration

Qualification:

- Bachelor’s degree in Computer Sciences, Engineering, or related field; or equivalent combination of education and experience
- Minimum 5 years’ experience in computer network and user support
- Proficiency with Software platforms including, but not limited to: Microsoft enterprise products (Microsoft 365, SharePoint, Project), SQL databases, SSRS, Business Intelligence tools (Power BI, Watson), and projects management methodologies such as waterfall Or Agile.
- Practical experience overseeing and implementing Windows 2016/2019, DNS, Active Directory, Windows 10.
- Demonstrated high level of critical thinking, analytical, adult education and problem solving skills
- Ability to communicate effectively in English, both verbally and in writing.
- Good interpersonal skills and ability to work effectively within the team environment
- Ability to work independently with minimal supervision, while seeking the appropriate level of consultation and approval from management.
- Negative report from Criminal Reference Check

Date of posting: Jun. 2, 2022



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**Working
Condition:**

- Occasional overtime and on call
- Occasional inter-campus travel
- Some lifting, bending, etc. relating to system setup and troubleshooting

Closing Date: **Until filled.**

The Centre offers a dynamic work environment and career advancement opportunities. The successful candidate must have a negative criminal reference check and vulnerable sector screening as a condition of employment.

In accordance with *the Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act, 2005*, and the *Massey Centre's Accommodation Policy*, accommodation will be provided in all parts of the hiring process. Please make your needs known in advance.

Massey Centre encourages applications from persons who represent the diverse populations we serve.

Qualified applicants should send their cover letter and resume to:

**Human Resources
Massey Centre
1102 Broadview Avenue
Toronto, ON M4K 2S5
Fax: 416-425-4056**

OR

Email: hr@massey.ca (please quote "IT Systems Specialist" in the subject line)

We thank all applicants, however, only those we select for interview will be contacted.

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