

Technology Support Specialist 12 month contract position

- The Agency** We are an amalgamated Child Welfare and Children’s Mental Health agency committed to service excellence, teamwork and participation in decision-making. We respect and value diversity and operate from an anti-oppression framework. Located in a prime recreational area just north of Toronto we provide the opportunity to combine a career with a lifestyle of your choice.
- The Job** This is a contract position. The incumbent will report to the Information Technology Manager and will work from the Bracebridge office. Primary duties include: to provide support to the Information Technology Manager and all staff for information technology and technology in the Agency, including setup and maintenance of computers and applicable software and hardware. Travel to other branch offices to provide support is required. This is a Bargaining Unit position with CUPE local 1813.
- Qualifications** Preference will be given to applicants with:
- A+ Certification, Microsoft Certified Information Technology Professional or equivalent experience.
 - A sound knowledge of a full range of computer software programs and computer hardware components. The incumbent must have the capacity to learn program features quickly, often in a self-directed way.
 - The capacity to troubleshoot and remedy hardware and software difficulties quickly and efficiently and to provide staff with sound consultation regarding solutions in a timely manner.
 - A strong commitment to quality customer service and the ability to work cooperatively and effectively with Agency staff.
 - Strong analytical, organizational and planning skills.
 - Strong interpersonal and coaching skills with the ability to assist all staff in planning and carrying out their respective objectives.
 - The capacity to offer sound consultation to Agency staff regarding a variety of software difficulties and to “walk through” problems in a manner and at a pace that is most helpful to the user.
 - Bilingualism (French/English) is a desired asset.
- Compensation** The salary range is \$38,593 to \$45,241 commensurate with experience, with a generous benefits package, vacation and leave provisions as per our Collective Agreement.

Applications by: August 1, 2016

Please apply to: <https://home.eease.com/recruit/?id=15362531>

We thank all applicants, however only those under consideration will be contacted.

Accommodations at Simcoe Muskoka Family Connexions

We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants need to make any accommodation requests for the interview or selection process known in advance by contacting the Human Resources Department at 705.726.6587 x-2252. Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.