



## Family and Children's Services of St. Thomas & Elgin

### Our Mission

We protect children and youth from abuse and neglect by ensuring a safe, stable and nurturing environment in partnership with families and the community.

## INFORMATION SYSTEMS COORDINATOR

### **SCOPE OF JOB:**

Responsible for help desk support for agency workers and administration of the Computer Network, Phone Systems, Printers and any other communication tools. This position is outside of the Bargaining Unit.

### **QUALIFICATIONS:**

#### Applicants must have:

- Diploma or degree from a recognized College or University in an IT related field;
- Minimum three years of experience in a network administration or help desk role;
- Thorough knowledge of Windows Server Active Directory, IPHones, File Sharing, Printer Sharing, Computer Hardware;
- Good working knowledge of SQL Server, Office 365, Antivirus Software, MS Exchange, Terminal Services, Cloud Services, VPN Software;
- Thorough knowledge of the Microsoft Windows and Office Suite;
- Good working knowledge of IP Phone Systems;
- Good working knowledge of Cisco routers or similar firewall devices;
- Good working knowledge of TCP/IP fundamentals and related technologies such as VLANs, DHCP, DNS and Routing;
- Superior oral and written communication skills;
- Sound problem-solving skills and judgment;
- Ability to work independently in a unique role in the organization;
- Strong time management skills;
- Ability to work well in a team environment, take initiative in solving problems and maintain positive working relationships;
- The nature of this position requires flexible working hours;
- Sensitivity to and awareness of issues facing First Nations, Inuit and Métis (FNIM) people;
- Demonstrated knowledge of Anti-Oppressive Practice; and
- A valid G driver's license and use of a personal vehicle.



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### **DUTIES:**

#### **Help Desk:**

- Respond promptly to requests for technical assistance in person, via phone or remote access software;
- Diagnose and resolve technical hardware and software issues;
- Provide training and support to employees as required;
- Identify and escalate problems requiring urgent attention;
- Proactively identify and resolve, if possible, future issues; and
- Keep up to date on all CAS software such as Child Protection Information Network (CPIN).

#### **Network Administration:**

- Install, configure and maintain network workstations, laptops and servers;
- Ensure daily, weekly and monthly backups run smoothly;
- Monitor event logs, antivirus software and windows updates;
- Maintain physical server room and network security;
- Document, revise and maintain network and server infrastructure;
- Maintain an accurate inventory of equipment, software and licenses;
- Perform applicable software updates as necessary;
- Assist in the documentation and implementation of IT Policies;
- Setup and troubleshoot printers and copiers;
- Setup, maintain and troubleshoot corporate cell phones;
- Document network problems and resolutions for future reference; and
- Maintain and upgrade skills and knowledge relating to areas of responsibility as approved by the Information Systems Manager.

#### **General:**

- Participate in agency staff meetings, team meetings, regular supervision, and agency and professional training; and
- Other duties as assigned.

### **HEALTH AND SAFETY:**

#### Responsibility to work safely:

- Familiarize and work in compliance with Health and Safety policies, procedures and training for safety and protection as required by the Agency and by law OHSA s.28(1)(a);
- Share in the responsibility for promoting safe work practices at all times;



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- Take action, where possible, to remedy actual known or identified safety hazards;
- Notify management of the existence known potential or actual safety hazards OHSA s. 28(1)(c)(d);
- Use protection equipment and protective devices as required OHSA s. 28(1)(b); and
- Report all workplace injuries/illnesses and incidents (including incidents of workplace violence and harassment).

### **WORK CONDITIONS:**

- Organizational and Office setting;
- Moderate degree of moderate contact and interactions;
- Multiple competing priorities with moderate levels of interruption;
- Moderate levels of mental concentration;
- Minor levels of disagreeable working conditions experienced on a frequent basis;
- Sitting, standing, walking and climbing stairs;
- Pushing, pulling, and lifting light items as well as heavy items such as computer equipment;
- Travel between office locations will be required;
- Fine manual dexterity required to use digital devices and related tools, as well as coarse dexterity associated with lifting computer components as needed; and
- Ability to work flexible working hours, outside of regular business hours and overtime as required.

**DEADLINE TO SUBMIT RESUME:** August 9, 2021

### **Qualified applicants should submit their resumes to:**

Family & Children's Services St. Thomas and Elgin

*Attention: Shelley Wright*

E-mail: [swright@caselgin.on.ca](mailto:swright@caselgin.on.ca)

***"Family and Children's Services of St. Thomas and Elgin is committed to a barrier-free, respectful, accessible and inclusive work environment. We will endeavor to remove any barrier to the hiring process to accommodate those applicants with disabilities.***

***Please inform Human Resources in advance should accommodation be required at any point in the recruitment and selection process."***

***Thank you for your interest in our organization.  
Only those candidates selected for interviews will be contacted.***