



York Region
Children's Aid Society
Société d'aide à l'enfance
de la région de York

November 29, 2022
Job Posting #2022-91

Permanent Full-time

IT Support Analyst I/Network Administrator

The York Region Children's Aid Society (YRCAS) is a non-profit community organization legally mandated to protect children and youth from abuse and neglect. As a leader within the child welfare sector, we partner with parents, caregivers, and community to provide a safe environment for children and youth, through equitable, culturally aligned services.

Comprised of interdisciplinary teams of diverse professionals who push boundaries in support of family centered care, we engage with children and families for a stronger, healthier community within the York Region.

YRCAS is fully committed to a culture of belonging and an inclusive environment that encourages every team member to lead within their role, generate innovative ideas that reinforce our mission and goal to create a healthy workplace and community where children youth and families thrive.

To support us on our journey, YRCAS is looking for a IT Support Analyst I/Network Administrator to support our IT department.

Why Work for Us?

- ❖ Hybrid working model (working virtual and in person)
- ❖ Casual dress code
- ❖ Employer paid Group Insurance and Health & Dental Benefit
- ❖ Four (4) Weeks of Vacation accrued per calendar year
- ❖ Five (5) float days per calendar year
- ❖ One day off every five (5) weeks during Winter months
- ❖ Shortened Summer hours
- ❖ OMERS Pension, with employer and employee sharing premiums equally
- ❖ CAA Membership Reimbursement and Mileage Reimbursement
- ❖ Enhanced Wellness Initiatives Virtual Fitness Classes

SUMMARY OF DUTIES & RESPONSIBILITIES

Reporting to the Supervisor of Information Technology, the IT Support Analyst I (Tier 1) position is responsible to provide service helpdesk support. Primary duties are to provide Tier 1 laptop, server, remote, and network support of the organization. It is also the responsibility of this role to work with other areas of

Offices

Main Office:
16915 Leslie Street
(Kennedy Place)
Newmarket, ON
L3Y 9A1

Richmond Hill Office:
120 East Beaver Creek
Road, Suite 301
Richmond Hill, ON
L4B 4V1

Vaughan Office:
3901 Highway 7 West,
Suite 202
Woodbridge, ON
L4L 8L5

the IT team and business to continually evolve and ensure IT application and Infrastructure systems are meeting business requirements and those new additions are managed effectively. The scope of the Support Analyst I include, but is not limited to:

- Tier 1 Service Desk support
- Tier 1 Application support
- Onboard new employees
- Key advocate and front facing voice for IT
- Desktop and Laptop imaging, configuration, and installation
- Mobile Device Management & Mobile software support
- Office 365 support
- Frequent remote user support

NATURE OF POSITION:

- Provide day to day technical support to internal staff
- Provide day to day application support to internal staff
- Provide remote technical support to users across the organization
- Manage and handle rollout of new IT equipment (PCs, laptops, printers, phones, etc.)
- Help manage IT inventory
- Logging and tracking identified system problems through resolution by leveraging the Helpdesk System and maintaining agreed upon SLAs
- Support training of new and existing users on how to use new technologies, software and systems
- Creating and maintaining documentation on processes, policies, application configuration and help related materials for users
- Other special project related duties, as defined by management

QUALIFICATIONS

Education and Experience

- Completion of a Diploma or Degree in a Technology/Computer related field or relevant equivalent combination of education and experience
- A minimum of 2 - 5 years of IT Support Desk experience
- A minimum of 2 - 5 years of Application support experience
- 1 -3 years of experience with LAN/WAN/WLAN support

Knowledge and Skills

- Strong understanding of applications in Microsoft Office 365
- Advanced knowledge of SharePoint, OneDrive, Forms would be an asset
- Strong Analytical skills
- Excellent technical and nontechnical communication skills
- Excellent Problem solving and customer service skills
- Excellent communication skills



- Experience with providing remote customer support
- Strong customer service skills to effectively support many diverse users

PAY GRADE: Union- Pay Grade 5 (\$56,446.72-\$69,996.53)

HOURS OF WORK 33.75 hours per week

Candidates who meet the qualifications are welcome to apply and should do so in writing to human.resources@yorkcas.org no later than 11:59PM December 8, 2022. **Please quote job posting #2022-91 PFT IT Support Analyst/Network Administrator.**

We appreciate all applications received. All communications will be held in strict and professional confidence. Only those candidates selected for an interview will be contacted. We thank all applicants for their submissions.

Employment at York Region Children's Aid Society is conditional upon the verification of credentials, a satisfactory vulnerable sector check, a class "G" driver's license with daily access to an insured vehicle, and proof of COVID-19 vaccination (2 doses required), as per YRCAS' Mandatory COVID-19 policy.

York Region Children's Aid Society works in a hybrid virtual and on-site working environment.

Anti-Oppression/Anti-Racism at York Region Children's Aid Society

YRCAS is committed to having a workforce that is reflective of the diversity of York Region and strongly encourages application from all qualified individuals, especially those who can provide different perspectives and contribute to a further diversification of ideas.

Diversity, Equity & Inclusion

York Region Children's Aid Society is committed to employment equity, diversity and inclusion in the workplace, and fostering equity, diversity and inclusion in recruitment practices is a key aspect of the search process. The current posting is in search of candidates who identified from the following equity seeking groups; women, racialized persons/persons of colour, Indigenous Peoples, persons with disabilities, and persons of the 2SLGBTQ+ community. If you are of the aforementioned identities, and feel comfortable making it known, you may choose to self-identify as member of a designated group. Any information directly related to you is kept confidential and used in a safe manner to inform our recruitment process towards being an equal opportunity employer.

Vaccination Policy

The successful candidate will be made an offer of employment on the condition of being fully vaccinated against COVID-19. Fully vaccinated is defined as having received all of the required doses of a Health Canada approved vaccine and having received the final dose at least 14 days before your employment start date. The candidate will be asked to provide York Region Children's Aid Society with proof of full vaccination, prior to the candidate's employment start date. Acceptable proof includes an Ontario

Ministry of Health COVID-19 vaccine receipt which you can obtain through the Provincial portal <https://covid19.ontariohealth.ca/>, or other government-issued vaccine passport or certification. As described above, the requirement to be fully vaccinated is subject to the Ontario Human Rights Code. If the candidate is unable to receive the COVID-19 vaccine for a reason protected by the Code, requests for accommodation from the vaccine policy will be assessed on a case-by-case basis and will be subject to York Region Children's Aid Society accommodation process.

Accommodation at YRCAS

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 that may require accommodation during the selection process are encouraged to notify the Human Resources Department when contacted for an interview.

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.

Children at the heart of all that we do!

