

250 Tenth Street, P.O. Box 550, 250, rue Dixième, C.P. 550, Mattawa, Ontario, P0H 1V0. (705)744-2979

Community Living Mattawa

invites applications for an

**Information Technology Technician**

12-Month Contract

75 hours bi-weekly

Starting Salary: $59,963

Are you looking to work for an organization that makes a difference in its community? Are you a caring person with strong computer, organizational, and communication skills?

Community Living Mattawa is a non-profit organization that supports people with developmental disabilities. We are looking for an **Information Technology Technician** to join our team.

Reporting to the Executive Director, and working in cooperation with our existing IT Outside consultant, the IT Technician will be the first point of contact for all user enquiries and troubleshooting as it relates to IT. The IT Technician is responsible for:

* Timely and effective resolutions to end-user productivity issues as they relate to IT-serviced computer operations;
* For the function and maintenance of the technology used by Community Living and clients who have purchased IT services;
* For modernizing the agency’s current technology to current standards;
* For consistent and current training opportunities to employees and clients; and
* To the stakeholders and end-users who require assistance with the IT system.

The successful candidate will have the following requirements:

**Experience**

* 1 year of direct work experience in an IT support capacity
* Experience with Microsoft-based networking environments consisting of Microsoft Windows Server products and Active Directory.
* Experience with cloud SaaS services such as Microsoft365 and Google Workspace.
* Experience with computer operating systems and application software including (but not limited to Windows 10/11/Server/Office 2016 and later version).
* Experience with computer hardware and network equipment including desktop and notebook computers as well as network switches and routers.
* Experience and skills developing database management systems.

**Skills**

* Proven troubleshooting and technical support skills.
* Ability to diagnose problems, perform repairs on IT assets, and provide support for a wide range of applications.
* Able to quickly analyze issues and determine best course of action using available resources.
* Strong communication skills (oral and written) and able to communicate in a user-friendly language.
* Knowledge of workstation setup.
* Sound judgment
* Proven ability to work independently and manage competing deadlines and to work as part of a team.
* Strong interpersonal skills.
* Able to maintain a high level of confidentiality.
* Bilingualism (in French) is an asset.

The successful applicant must hold a valid driver’s license and successfully pass a Criminal Reference Check/Vulnerable Sector Screening.

Community Living Mattawa offers a competitive salary, a health spending account benefit following the successful completion of a probationary period, and a positive work environment.

Interested applicants are asked to submit their résumé with a cover letter to the attention of:

David Spencer, Executive Director or Catherine Leclerc, Finance Manager

Community Living Mattawa

250 Tenth Street, P.O. Box 550

Mattawa, Ontario, P0H 1V0

Fax: 705-744-5693

Email: [cathy@communitylivingmattawa.org](mailto:cathy@communitylivingmattawa.org)

Deadline for applications: April 29th, 2024

We thank all applicants in advance for their interest, however only those selected for an interview will be contacted.