

Job Posting: IT Junior Coordinator

Hours/week: 30 **Rate of pay:** \$24/hr **Location:** Various IWC locations **Start Date:** Immediately

ABOUT US: At The Immigrants Working Centre (IWC), we work with newcomers to Canada, recognizing them as essential partners in the growth and prosperity of our city and country. For more than 30 years, our team has worked closely with newcomers to engage and support their full social, civic and economic participation in Canada. Learn more at www.iwchamilton.ca.

Job Summary: The IT Junior Coordinator is primarily responsible for being a reference point for all IT related queries at the user level, responding to staff's needs in a timely manner and ensuring the optimal running of all systems, among other technical duties. The IT Junior interacts with colleagues from various departments and management levels and works under the direction of the IT Senior coordinator on the maintenance of computer hardware, software and networks, telephones, fax and copiers.

Required qualifications:

- Post-secondary Degree/Diploma in relevant field or equivalent education/experience
 - 2 + years working experience of Desktop Support procedures, expert technical computer skills and solid ability to provide support throughout the organization
 - Excellent analytical skills and problem-solving ability
 - Capability to manage multiple projects and assignments, prioritize projects, set and meet deadlines
 - Must be highly motivated with great attention to detail and providing quality results.
 - Strong interpersonal and Proficient oral and written English communication skills
 - Demonstrated ability to interact and assist users with different levels of computer literacy.
 - Good practical experience in network management (infrastructure, architecture, connectivity, and security), IT systems and applications
 - Understanding of TCP/IP protocols and LAN/WAN configuration
 - Ability to work independently, troubleshoot, identify and respond to IT and Communications needs in a timely and effective manner
 - Valid Ontario driver's license and access to a vehicle
 - Able to lift up to 50 lbs and manipulate server and desktop equipment
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Duties and Responsibilities:

The IT Junior supports the IT Senior Coordinator in the plan for, implementation and support use of information technologies to deliver IWC programs and services. Key responsibilities include:

1. Providing technical support in a timely manner across IWC programs, including training both staff and services users in use of systems, hardware and software needed to deliver or access services and activities.
2. Ensure smooth delivery and operation of IT service through a hands-on approach and a service-first mindset to all staff.
3. Install and configure hardware and software, including printers and other IT peripherals; whenever possible engaging assistance of program staff in the process to build staff's technological and troubleshooting knowledge and skills.
4. Under the supervision of the IT Senior Coordinator, participate in monitoring system and network performance, making recommendation for modifications and upgrades on an ongoing basis including, but not limited to:
 - a. Performing updates and back-ups
 - b. Performing root cause analysis of complex IT and network problems and providing corrective actions
 - c. Analyzing metrics to evaluate IT system performance and recommending improvements
5. Perform duties associated with maintaining hardware, including refurbishing computer equipment
6. Assist IT Senior Coordinator in maintaining software licensing and upgrades schedules.
7. Assist IT Senior Coordinator in installing and upgrading anti-virus software to ensure security at the user level
8. Work with IT Senior Coordinator in maintaining required records of on-site and remote use of IWC's computer equipment
9. Work together with other professionals and contractors to maintain standards and functionality.
10. Keep abreast of developments in network and IT infrastructure and technologies
11. Managing technical documentation and equipment inventory.
12. Perform other duties as required

Health and Safety:

1. Be knowledgeable about the positions responsibilities and liabilities under the Ontario Health and Safety Act (OHSA).
2. Ensure that no IT equipment poses a risk to the safety of others such as, wiring, connections and installation.

How to apply:

Send a resume and cover letter to the Hiring Committee via email to IWCHiring@IWCHamilton.ca

Application deadline:

Tuesday, February 28, 2023 at 11:59 pm. Interviews may begin before the application deadline. Interested parties are encouraged to submit and applications soon as possible.

IWC welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

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