



KUNUWANIMANO CHILD AND FAMILY SERVICES

Kunuwanimano Child and Family Services is a not-for-profit child and family services agency offering services in a holistic manner to strengthen children and families in their own communities in the context of their unique cultural heritage.

Information Technology Lead

COMPETITION: 18-59

LOCATION: Timmins ON

STATUS: Full Time - 35 hours per week

CLOSING DATE: November 13, 2018 at 4:30pm

JOB SUMMARY: Reporting to the Manager of Information Technology and the Director of Finance and Administration, the Information Technology (IT) Lead is responsible for implementing, configuration, deployment and administration of mobile devices such as iPhones, iPads, and other tablets, video conferencing system and communication systems. The IT Lead provides services related to the input and quality of data supporting all departments and locations of the Agency.

REQUIRED QUALIFICATIONS:

- Computer Application Certification at a College/University level or equivalent work experience.
- A minimum of 3 years' experience.
- Proficient in handling multiple projects with varying priorities.
- Certification in and experience working with Local Area Networks and Wide Area Networks.
- Excellent knowledge of current computer and telecommunications technology and how to integrate systems.
- Advanced knowledge of Agency software and the ability to work proficiently with Internet based applications.
- Experience with the application and use of e-mail systems.
- Ability to monitor and maintain systems located in multiple sites.
- Advanced knowledge of and experience with web design/application principles and tools.
- Strong customer service and troubleshooting skills.
- Background in technical support with emphasis on problem resolution.
- Must possess a valid, current Ontario Driver's license
- Must provide a satisfactory Criminal Record Check with Vulnerable Sector Check.

KEY RESPONSIBILITIES:

- Manages communications of IT Department with other departments.
- Provides help desk services to both internal and external departments on software and hardware issues.
- Tracks all internal and external requests.
- Administration and maintenance of Cisco Call Manager and Cisco Unity Servers for operation and management of VOIP desk phones and users voicemail.
- Configuration, deployment and administration of mobile devices, iPads, other tablets and cellular phones.
- Maintains and tracks inventory of all agency computer equipment, and archives all IT related documents
- Responsible for the moving of computer systems and peripheral equipment within work areas and sites
- Assists in the training of new software for both internal and external users
- Ensure high quality data is available for extraction as needed by developing and implementing systems to identify, track, correct and prevent errors.
- Establish and lead processes to develop standardized data entry.
- Act as the primary contact regarding data support, data management issues and reporting capabilities.

We offer a competitive benefits, pension and compensation package and opportunities for professional development.

Please refer to our website: www.kunuwanimano.com for posting details. A detailed job description is available upon request. Please quote the Competition No. in your cover letter and resume, and submit by email to HR@kunuwanimano.com or by mail to:

Kunuwanimano Child and Family Services

Attn: Human Resources,
38 Pine St N, Unit 120,
Timmins, ON P4N 6K6

We welcome and encourage applications from people with disabilities. Accommodation is available on request from candidates taking part in all aspects of the selection process. Please note that preference will be given to qualified First Nations and Aboriginal applicants. **Please self-identify.**

Thank you for your interest in our Agency. Only those considered for an interview will be contacted.