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<b>Position Title:</b>	<b>IT Support Specialist</b>
<b>Department:</b>	Information Technology
<b>Reports to:</b>	IT Manager

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## Summary

The IT Support Specialist is responsible for providing frontline, technical support across the organization in both office and remote work/service environments. This position improves the service experience by using a variety of platforms that enhance accessibility. This position supports the settlement and language teams with service delivery. They install, configure, and troubleshoot systems, end-user devices, as well as software applications to ensure optimal usability and security. They prioritize, analyze, and respond to requests/questions/issues in a timely manner, as well as provide orientation, training, and support in the use of devices, software, and systems.

## Key Responsibilities

- Conducts assessments, identifies barriers to technology, and implements solutions to enhance service experience and service accessibility.
- Supports the frontline implementation of organizational IT policies, procedures, and security standards.
- Deploys, monitors, maintains, upgrades, and supports IT systems, networks, software applications, and end-user devices to ensure optimal usability and security. This includes installing and configuring hardware, software, systems, and networks, as well as setting up accounts and devices.
- Provides help desk and technical support services to ensure an optimal and efficient work and service environment, including the smooth delivery of services to clients. This includes developing and delivering orientation and training, as well as providing ongoing user support and troubleshooting with devices (desktop computers, laptops, smartphones, tablets, printers, scanners), systems, networks, and software applications.
- Provides support with the delivery of online events / workshops where appropriate.
- Develops learning tools to facilitate the acquisition of virtual services.
- Logs, tracks, and conducts trend analysis of requests/questions/issues that are submitted through a ticketing system and makes recommendations on improvements to IT systems, policies, procedures, processes, and training in order to enhance the work/service environments.
- Conducts orientation and training on the use of devices, tools, software, and systems.

- Supports asset management (inventory control) of all IT hardware, software, and equipment. This includes tracking all assets and conducting audits of inventory.
- Decommission devices, systems, networks, and software applications that have reached the end of the technological lifecycle in a manner that is safe, secure, and effective.

## Key Competencies

- **Values.** Behaves consistently with clear personal values that complement Impact North Shore's values of excellence, diversity, and respect.
- **Integrity & Ethics.** Ensures integrity in personal and organizational practices. Builds a respectful and client-centered workplace.
- **Innovation.** Thinks creatively; is open to new ideas and technologies. Is committed to developing effective and new approaches to service excellence. Is flexible and adaptable to meeting changing demands of clients, funders, and other stakeholders.
- **Accountability.** Accepts and creates a culture of accountability; fosters personal growth; takes personal ownership. Is self-aware and demonstrates a commitment to ongoing learning and continual improvement. Assesses risk and develops risk mitigation strategies.
- **Engagement.** Shows passion for the job and the mission of Impact North Shore. Engages people, organizations, and partners in developing goals, executing plans, and in delivering results.
- **Effective Communication.** Fosters open communication, listens to others, speaks effectively, and prepares written communication so that messages are clearly understood.
- **Organized & Efficient.** Plans ahead and works in a systematic and organized way. Follows directions and procedures and ensures deliverables are met on time and according to agreed standards.

## Qualifications

### Education & Experience

- Certificate/diploma in computer science, information systems, or a related field.
- Experience providing IT support including troubleshooting support and IT training.

### Knowledge, Skills & Abilities

- Strong technical knowledge of MS Windows, MS 365 (including Office Applications and Teams), and Zoom.
- Strong technical knowledge of network, infrastructure, end-user, and Cloud technologies.
- Knowledge of IT Security and organizational cybersecurity trends and practices.
- Ability to translate technical concepts into plain language.
- Ability to orient, train, and support staff to adopt and use new technologies, as directed.

- Ability to work independently and with a team under time pressure to meet deadlines and balance multiple priorities.
- Ability to investigate and analyze issues in order to diagnose problems, as well as resolve issues in a timely manner. This includes the ability to communicate clearly with users to obtain information for diagnostics and implement steps to fix issues.
- Ability to build and maintain working relationships across departments/programs and digital literacy levels.
- Flexibility and ability to thrive in an environment with emerging needs, changing conditions, and competing deadlines.

### Additional Information

- Hours: **35** hours / week (work outside of regular hours will be required on as needed basis)
- Salary Range: \$27.00 - \$30.00 / hour
- Start Date : As soon as possible
- Work Environment : In-Office – On site full time

### Application Instructions

This position will remain posted until filled. Please apply only once for this specific opening by submitting resumes and cover letters via email to [hr@impactnorthshore.ca](mailto:hr@impactnorthshore.ca) using "IT Support Specialist" – in the subject line and indicate where you found this job posting in your application email.

Impact North Shore is an equal-opportunity employer. Thank you for your interest; due to the volume of applications, only short-listed applicants will be contacted.