

Information Technology Support Worker

The Canadian Mental Health Association - Cochrane-Timiskaming Branch (CMHA-CT) is a part of Canada's longest standing mental health organization. CMHA-CT is a non-profit charitable organization committed to promoting the mental health of everyone and to supporting the resiliency and recovery of those who experience mental illness and addictions through community-based services. CMHA-CT also creates awareness and understanding of mental illness and addictions in our communities through advocacy, education and campaigns.

Reporting to the Manager of Information Technology Systems & Property, the Information Technology Support Worker (ITSW) serves as a technical expert for the support of IT systems including voice, video, and data. The ITSW is responsible to configure, maintain, and troubleshoot the agency's information systems and to support its users. The ITSW will also ensure security is maintained and best practices are followed to reflect the agency's growing needs and future direction.

Requirements:

- Technical degree or diploma in information science, computer science, or equivalent combined with 3+ years of experience;
- Knowledge of IT principles, concepts, and methods;
- Strong familiarity with PC hardware, software, and peripherals;
- Experience in support of Microsoft products;
- Knowledge of networking technologies and IP addressing;
- Experience with:
 - Virtual technologies (VMware/Hyper-V);
 - Computer deployment, network printers;
 - Desktop/server support in a Windows environment;
 - Terminal services and remote desktop servers;
 - Windows servers 2012 and 2016, SQL servers, Office 365;
 - Back-up solutions, i.e., DATTO;
 - VOIP, IP-based phone systems, i.e., Avaya;
 - Video conferencing systems;
 - SOPHOS fire walls and networking systems;
- Strong analytical, interpersonal, and communication skills;
- Access to a reliable vehicle and a valid driver's license;
- Fluent in English; bilingualism would be an asset.

We welcome applications from candidates of all diverse backgrounds and look forward to welcoming you into our inclusive and respectful work environment.

This is a permanent full-time non-unionized position.

We offer a comprehensive compensation program and the opportunity to work alongside a team of energetic and passionate employees who are committed to improving the lives of those who rely on us for support.

Interested candidates should submit a cover letter and resume focused on personal achievements relevant to the position to humanresources@cmhact.ca. Applications will be accepted up to April 23, 2021.

For more about the Canadian Mental Health Association – Cochrane Timiskaming Branch and the important work we do, visit us at www.cmhact.ca.

Please advise Human Resources if you will require accommodation in accordance with the Ontario Human Rights Code or the Accessibility for Ontarians with Disabilities Act in order to properly participate. We would be pleased to assist you.