Children's Aid Society THUNDER BAY DISTRICT

Information Technology Assistant Internship
12 Month Full-Time Contract – 35 hours per week

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POSITION:

The IT Support Assistant will provide support to the Systems Coordinator to assist with providing timely and effective solutions to end-user productivity issues as they relate to IT-serviced computer operations. This position will be responsible for performing question/problem diagnoses, guiding users through to issue resolution, communicating technical solutions in user-friendly language, and conducting end-user training where necessary.

Compensation: $19.00 per hour. Monday – Friday, 35 hours per week.

DUTIES AND RESPONSIBILITIES WILL INCLUDE:

- Resolve end-user IT issues;
- Perform on-site repairs of desktop hardware, printers, and other peripherals;
- Provide end-user support and problem resolutions via telephone, email, or in person;
- Participate in moves, additions, and changes to network and systems access for new, departing, or promoted/demoted employees;
- Attend and/or conduct training sessions for end-users and create training materials for end-users;
- Help to oversee Website functionality and development and assist in administering and maintaining all networks;

- Always maintain a high degree of professionalism, courteousness, and friendliness;
- Diagnose and resolve minor network issues;
- Assist with troubleshooting software, hardware and network issues;
- When necessary, assist with installing networking switches, networking cabling, and so on;
- Conduct timely repair of IT equipment covered by third-party vendor maintenance agreements;
- Use log entries to pinpoint trends and trouble spots in order to conduct proactive maintenance repairs.
- Contribute to a culture of diversity, equity, and inclusion with a commitment to the elimination of disparity and disproportionality in service outcomes.

QUALIFICATIONS AND REQUIREMENTS:

- Completion of post-secondary education from an IT program, preferably Computer Programming or Computer Science, with CompTIA A+/Network certification, and/or an appropriate combination of education and experience.
- Candidate must be a new entrant into the workforce, are transitioning to a new career, or the unemployed or underemployed who are entering a new field.
- Candidate must be legally entitled to work in Canada.
- Ability to diagnose problems, perform repairs on IT assets, and provide support for a wide range of applicants
- Able to quickly analyze issues and determine best course of action using available resources
- Able to lift at least 50 lbs.

- Sound judgement to escalate issues to senior members within the IT organization
- Knowledge of IT management software tools including experience with Microsoft Office and Windows 10
- Excellent written, oral, and telephone communication skills.
- Able to communicate in user-friendly language
- Knowledge of computer workstation setup
- Exceptional multi-tasking abilities and prioritization skills
- Strong customer service mindset
- Team player able to work under pressure
- Those offered employment will be required to provide proof of full COVID-19 vaccination or written medical exemption.

APPLICATION PROCESS
CLOSING DATE: June 2nd, 2022

Please submit a cover letter and resume on-line at www.thunderbaycas.ca "Career Opportunities". Individuals may also submit an application directly to: Amy Wrigley, Assistant Director of Human Resources, The Children's Aid Society of the District of Thunder Bay, 1110 Jade Court, Thunder Bay, ON P7B 6M7

For the Workforce Development Stream.

TBCAS is committed to a candidate selection process and work environment that is inclusive and barrier free. In order to ensure candidates are assessed in a fair and equitable manner, accommodations will be provided to prospective employees in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code. We thank all applicants; however only those considered for an interview will be contacted.