**EMPLOYMENT POSTING**

***Data Systems and IT Support***
(Reporting to the *Senior Manager, Human Resources,*
*Information Technology and Administration Services*)

Full-Time, Permanent effective August 5, 2024

Classification Salary Level III - $87,434 - $112,984 (Effective January 1, 2024)

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This position is responsible for supporting the administration and maintenance of data systems and Information Technology resources at the AMAPCEO Office.

**Specific responsibilities may include:**

- Reviews variance reports from database information and provides necessary support to the *Systems Administrator / Developer* and / or *Systems Administrator / Developer - Projects* positions

- Generates ad hoc variance reports as requested and approved; Compiles newsletter address list from various sources; Manually and / or electronically archives database information

- Implements database upgrades and troubleshoots database problems; Maintains files of archived material and handles surplus, voluntary exit, and TEI notices

- Develops and maintains custom software documentation

- Provides technical support to staff on office computer software and hardware problems, boardroom and office equipment

- Facilitates IT onboarding for new office employees / Board of Directors / Caucus chairs, including CIRA training programs and software / IT equipment training

- Sets up and manages network accounts for new office employees / Board of Directors / Caucus Chairs and removes unnecessary accounts

- Assists in office moves and sets up workstations with role-appropriate software applications, troubleshooting performance issues

- Troubleshoots problems with all office equipment including Boardroom AV, printers, copiers, scanners, faxes, postage machine

- Oversees and manages CIRA and cybersecurity training initiatives, including user account management (creation/deletion), report generation, and course scheduling and deployment.

- Provides support in maintaining and monitoring all network requirements for the office, diagnosing and troubleshooting network problems

- Tracks and oversees IT inventory, updates inventory lists promptly, and provides recommendations for new IT equipment purchases and warranties

- Supports all boardroom meetings, training, and member events by preparing and deploying equipment, including AV, as needed

- Coordinates with vendors and staff for setup and testing of AV rental equipment

- Provides support in the configuration, administration, and troubleshooting of the Learning Management System

- Supports and backs up the *Information Technology and Network Administrator* position

- Performs special projects and other related duties as requested.

**Candidates should possess**:

- A post-secondary degree preferably in Computer Science or a related field of study and / or at least 5 years of related experience, preferably in a unionized or non-profit environment
- Professional certification is preferred
- Strong working knowledge of and demonstrated proficiency in using PC / networked computer to produce word processed materials, use database and email with a strong aptitude for detailed analytical work
- Knowledge of functions and capabilities of office equipment and computers to provide technical support to staff
- Knowledge of network security and configuration, desktop applications(Word, Excel, Outlook, Access) and their applications in data processing
- Strong knowledge of Microsoft Exchange 365, Windows Azure Server Software, Office 365 administration, and Microsoft Windows Operating System software
- Strong knowledge of SQL database administration and development; Access database administration and development; Microsoft Visual Basic influenced by .NET Framework (VB.Net), and Visual Basic for Applications (VBA)
- Knowledge and experience of active directory administration, printer (networked and stand alone) and fax setup and support
- Working knowledge of AMAPCEO and structure, administrative structures and roles
- Excellent clerical, database and administrative skills and a sound working knowledge of office procedures and practices
- Ability to use excellent time management skills to balance constant interruptions with the need to meet tight deadlines
- Ability to work well under pressure, with minimal general day-to-day supervision, and work independently as well as in a team environment
- Excellent customer service, interpersonal skills, tact, diplomacy, and oral communication and manner to deal well with staff, Executives, Board Members, Activists, Service Providers, Ministry of Government Services counterparts and AMAPCEO members
- Ability to establish own priorities, and co-ordinate and organize a variety of arrangements with others to meet strict monthly schedules.

**Work Location**: AMAPCEO Office, 1 Dundas Street West, Suite 2310, Toronto, ON

**Travel Requirements:** Occasional travel required and occasional requirement to work outside normal working hours.

All interested applicants should submit a resume with a cover letter by e-mail to hr@amapceo.on.ca by **Friday, August 2nd, 2024, before 4:00 p.m.**, to the attention of Grace Hu, *Human Resources Officer*. A copy of the job description is available upon request.

***Diversity, Inclusion, and Accessibility:***

*AMAPCEO as an Employer is committed to fostering a diverse and inclusive work environment where differences are respected, valued, and embraced. As a result, we invite applications from women, Indigenous Peoples, people living with disabilities, persons of all races, ethnicities, religions, abilities, sexual orientations, and gender identities and expressions.*

*If you require a disability-related accommodation to participate in the recruitment process, please provide your contact information to the Human Resources Officer.*

Thank you for your interest in working at AMAPCEO. Only candidates who have been shortlisted for an interview will be contacted.