



**Carefirst Seniors & Community Services Association** is a non-profit community services agency. Since 1976, we have provided community support, home and personal health care services in a holistic manner to seniors, individuals with disabilities, and those with medical needs in the Greater Toronto, York, and Mississauga regions.

With a staff of 500 members (including full-time and part-time staff) and the help of a pool of 850 active volunteers, we serve over 15,000 clients a year, including seniors and the physically disabled; 3,000 of whom are "home-bound" and frail.

We are currently seeking an **IT Support Technician** to join our IT team.

#### **Responsibilities:**

- Provide daily IT system supports to users, responses to IT Ticket System requests;
- Windows servers administration and maintain daily servers backup;
- Assist procurement of computer equipment and maintain IT inventory records;
- Stay informed, research and evaluate new and emerging technologies in the community and health care industries, including both hardware and software, and make productive recommendations
- Develop training manuals and system documentations;
- Update Carefirst's website content, enhance web site design and features;
- Travel to other Carefirst locations when required to troubleshoot problems or install new hardware and software.
- Other duties as assigned

#### **Qualifications:**

- Degree or Diploma in Computer Science or Information Technology Management
- 1 year of related experience, experience in the health care sector is an asset
- Solid knowledge of Microsoft Windows Server and Windows Networking
- Solid knowledge of computer hardware, printer and audio equipment
- Sound knowledge in WordPress for web content management, with programming skill
- Proficient in the use of virtual training tools, such as WebEx, GoToWebinar, Zoom, etc.
- Exceptional organizational and project management skills, with ability to multitask and manage multiple concurrent projects under pressure
- Strong analytical and problem solving skills to troubleshoot IT issues, able to develop and implement innovative solutions
- Self-directed, self-motivated, with a positive attitude and be able to work independently and as part of a team
- Excellent verbal, written and interpersonal communication skills; ability to speak a second language that reflects the community served, such as Cantonese/Mandarin is an asset
- Valid driver's license and reliable vehicle for work to travel between sites
- Fluency in English and preferred a second language commonly used by the community that we support, such as Cantonese and Mandarin.
- Current vulnerable sector check completed within one year

Carefirst is an equal opportunity employer. If you require accommodation during the hiring process, please inform us in advance to arrange a reasonable and appropriate accommodation.

While we thank all candidates for their interest, only those selected for an interview will be contacted.

#### **Please send your cover letter and résumé to:**

Carefirst Seniors & Community Services Association  
300 Silver Star Blvd | Scarborough | ON | M1V 0G2

Email: [hr@carefirstontario.ca](mailto:hr@carefirstontario.ca)

Fax: (416) 502-2382

Website: [www.carefirstontario.ca](http://www.carefirstontario.ca)