Technical Support Specialist

Full time opportunity – Ontario Provincial Office

Have you heard about our big changes? That's right Girl Guides of Canada- Guides du Canada has just launched a new vision, mission, look and feel as it continues to provide a safe space to empower a girl to be "Everything she wants to be".   With our new vision of "A better world, by girls" and our mission "To be a catalyst for girls empowering girls", we are excited to build on our 100+ year history to ensure that we are relevant to today's girl.

To support our new mission, we are currently seeking a **Technical Support Specialist** to ensure that our employees' use of IT stays relevant to best support the needs of our girls and adult members.

If you love IT as much as you love working with people this Technical Support Specialist role might be the perfect fit for you.

We need a curious, caring, self-starter who wants to be our one-stop shop for IT support and training. You should know that our 100+ staff and provincial volunteers run the gamut from tech-newbies to tech-savvy and we use all kinds of different software and products daily such as MS Office 365, iMIS, AccPac, Camp Brain, Fluid Review, Blue Arc, Javascript, and Webforms…

We need someone that enjoys the idea of supporting us with all our desktop and software needs and who wants to be our partner in supporting the efficiency and security of our operations. You need to make sure that our desktops, phones, and printers are always up and running while helping us to ensure that we are getting maximum productivity out of our software programs.

If this sounds like you, read on for more details…

IT Support Services

You will monitor the Tech Support ticketing system and respond as needed to all issues.

This might take an hour of your day or the whole day. That's the fun of tech support, every day is different! Typical issues include: software support - *Windows keeps crashing*, peripheral support – *why won't this document print*, desk top hardware support – *my monitor is blank*, email access requests, new staff and volunteer set ups, shared drive security permissions, phone system set up and access….

We need our IT support to be hands on. You will work directly with staff at their desks to resolve issues so we need you to be comfortable talking to us at our level of IT knowledge. You will also need to work remotely with our provincial volunteers to do the same. Over time, we expect that you will be able to raise our level of IT knowledge so that we can resolve recurring issues ourselves. We love to learn so we need the right teacher. Patient and personable communication skills are a must.

This leads to the next area of responsibility…

Training Services

The nature of a not-for-profit organization is that we are always trying to do more with less. We know that technology is often the way to make that happen. We have many different software systems in use daily and we know that we might not be using all the functionality to our fullest advantage.

That is where you come in. We need someone that is curious to learn our systems, learn our ways of work, understand best practices and then teach us how to improve. You will need to be able to be a compelling trainer for our staff working 1-1, in groups, and through creating online resources to make us work more effectively every day.

So if you think this role plays to your strengths, then make sure you have all the Basics before you apply...

The Basics

- Related degree or diploma (IT, Computer Science, MIS or equivalent)
- 3+ years of combined experience with demonstrated skills in:
    - Software systems support (Office 365, Windows 8 and 10, MS Office software, desktop and server-side software installation and maintenance, network user changes and back-ups, internet protocols, and IP telephony a must)
    - IT help desk support
    - User training
    - Hardware support (an asset, not required)
- Demonstrated ability to communicate effectively with users (written and verbal)
- Lifelong learner that is passionate about IT
- Self-motivated
- Service oriented

Final Details

- Full time role, starting immediately
- Located at 180 Duncan Mill Road, Suite 100, Toronto
- Supported remotely by the National IT team and reports to the National IT Manager (works from a different location)
- Competitive salary, benefits, and pension plan

If this sounds like a job that is tailor made for you, it is time to send us your story so that we can get to know you better.

Please submit your cover letter (this is your chance to tell us why you are our best choice for this job) and your resume to humanresources2@guidesontario.org and use Technical Support Specialist as the subject line.   Deadline to apply is Friday, January 18, 2019.

We thank everyone in advance who takes the time to apply to this role, but unfortunately we will only be contacting those selected for an interview.