



Position: IT Coordinator

Closing: Posting will remain open until filled

Term: Contract Position (1 year)

Ontario Aboriginal Housing Services (OAHS) provides safe and affordable housing for First Nation, Métis, and Inuit people living in urban and rural areas of Ontario. Our Vision is “to lead the design, development and delivery of sustainable and culturally appropriate housing that promotes excellence in the Indigenous community and organizational infrastructures”.

Housing Services are provided throughout the province by over 85 Team Members as well as a wide range of Partners including Indigenous Organizations, Community Organizations, Governments (Municipal, Provincial, Federal), and Private Sector. Our Main Office and Service Centre is located in Sault Ste. Marie and we have Satellite Service Centres in Dryden, Peterborough, and Hamilton along with shared space in Sudbury, London and Timmins. Services provided include:

- Property management of over 2300 subsidized and unsubsidized housing units;
- Provision of an assisted homeownership program providing down payment and home purchase assistance;
- Provision of an assisted homeowner repair program;
- Supportive housing services for community members;
- Planning and development of new housing; and
- Program management, program development and title services to local community organizations.

Founded in 1994, OAHS provides housing services to both Indigenous and non-Indigenous people. OAHS is governed by representatives from three Indigenous organizations in Ontario – the Ontario Federation of Indigenous Friendship Centres, Ontario Native Women’s Association, and the Métis Nation of Ontario. Learn more at www.OntarioAboriginalHousing.ca

We are currently seeking an **IT Coordinator** for our office located in **Sault Ste. Marie, Ontario** with potential to work out of our other locations. Reporting to the **IT Supervisor**, the successful applicant will primarily be responsible for providing exceptional client support in all aspects of the systems environment. This will include working with external providers to ensure server security, implement software updates, and complete hardware maintenance. The **IT Coordinator** will utilize their knowledge to provide day-to-day technical advice and assistance to employees.

Duties and responsibilities will include, but not be limited to, the following:

- Support OAHS’s mission and vision and make significant contributions to the achievement of the corporate strategic plan;
- Assist IT Supervisor in completing Business Management System (BMS) requirements;
- Create and edit all vendor information for BMS;
- Coordinate and complete installation, maintenance, and updating of desktop, laptop, mobile devices and servers;
- Provide technical support for desktop/laptop computers (PCs), printers, internet access, phones and Microsoft Office suite, including Outlook and internet security;
- Identify, diagnose and resolve minor network issues;
- Assist with training for both hardware and software applications including orientation for new users;
- Research and advise management of new applications, advancements, or potential system enhancements in support of future requirements;
- Perform security and quality control testing as required;
- Assign user names, passwords and access for employees and reset or change as required;



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- Coordinate or carryout on-site repairs of PC desktop hardware, printers and other peripherals;
- Evaluate performance of computer systems, and make or recommend appropriate infrastructure changes;
- Evaluate and recommend hardware and software updates to ensure that technology meets OAHS's requirements;
- Assist IT Supervisor and external consultant to ensure that Server hardware is adequately sized and configured, and participate in capacity planning scenarios to meet future needs;
- Stay informed on new or emerging trends and technologies that provide clear benefits to the organization;
- Maintain switches, firewalls and routers, wireless networks and work with external providers as required;
- Coordinate, set-up and maintain audio visual equipment;
- Coordinate recording of processes and practices by developing and preparing standard operating procedures;
- Coordinate and maintain inventory tracking process;
- Coordinate, set-up and maintain Voice Over Internet Phone (VOIP) system;
- Other duties as required.

The successful candidate will have the following qualifications and skills:

- Knowledge of and an appreciation for Indigenous culture and a demonstrated values system that focuses on assisting people;
- College Diploma or University Degree in Computer Science, Information Systems Technology or related program or combination of relevant education and experience
- Certifications or licenses appropriate to industry.
- 1-3 years of related experience;
- Demonstrated aptitude for learning new technologies;
- Ability to effectively communicate technical concepts to non-technical members of the organization;
- Ability to troubleshoot technical issues professionally and effectively;
- Proactive & self-motivated, you're looking for those issues and presenting ideas to solve them before they become problems;
- Familiarity with various programming languages and development platforms is an asset;
- High level of integrity and work ethic;
- Ability to prioritize and manage conflicting demands;
- Excellent problem-solving skills and the ability to use sound judgment;
- Strong interpersonal, organizational and analytical skills;
- Ability to work independently and within a team environment, with a focus on quality and accuracy;
- Demonstrate the ability to communicate both written and orally using multiple channels with a variety of stakeholders both internal and external to the organization;
- Ability to work well under pressure;
- Due to the nature of the position may be expected to be on call to field any issues that may arise from time to time, with external support when needed.
- Will generally be required to lift up to 25 pounds and may be required to occasionally lift up to 50 pounds;

Conditions of employment:

- Ability to travel as required (limited);
- Ability to work varying hours/days, if required;
- Valid CPIC clearance (Criminal Records check); Vulnerable reference Check may be required;
- References;
- Must be Bondable, if required;
- Current, valid Ontario Driver's License and safe driving record.



Compensation:

- In return for your ongoing excellent performance, strong work ethic, and commitment to our vision, mission, values, strategic plan, and the people we serve, Ontario Aboriginal Housing Services offers a comprehensive compensation package (some benefits take effect after your probationary period has been successfully completed). This comprehensive compensation package includes:
 - Challenging and fulfilling work; an inclusive and supportive team; and a work environment steeped in and guided by Indigenous culture;
 - Additional paid holidays (in addition to statutory holidays) include Louis Riel Day, National Aboriginal Day, Remembrance Day, and Family Day;
 - Opportunity for cultural, educational and other approved leaves;
 - Supported training opportunities for personal and professional development while reciprocally enhancing organizational capacity; and
 - A competitive salary in pay band B4 with a range of \$39,000.00 to \$62,400.00

Please note that you are encouraged to apply early as interviews will be scheduled as applications are received. Please apply with your cover letter (indicating the location to which you are applying) and current resume, using one of the following two options:

- Email to HRSSM@oahssc.ca or

In meeting the objectives and vision of the organization, preference will be given to qualified individuals of First Nation, Métis, or Inuit ancestry, and are asked to self-identify on their cover letter.

This competition is open to internal and external candidates with the possibility of Secondment for internal candidates. The continuation of this position is subject to funding renewal.

Ontario Aboriginal Housing Services welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. Ontario Aboriginal Housing Services also welcomes and supports diversity including people who identify as LGBTQ2S+.

We thank all candidates who choose to apply, however, only those selected for an interview will be contacted.