



IT SUPPORT SPECIALIST

Title: IT Support Specialist

Position Type: 6-month contract with possibility of extension

Reports: Chief Operating Officer

Location: Mississauga

Industry: Not-for-profit

COMPANY PROFILE

Founded in 2004, Jake's House is a Provincially and Federally funded Canadian charity with a mission to provide meaningful support to families living with autism across the country. Recognizing that more than any other single issue, families dealing with autism need a community, Jake's House is committed to growing a strong network of people who understand and care - a family, determined to provide tangible solutions at every stage of life.

Specifically, Jake's House supports individuals on the spectrum throughout their lifespans through four core initiatives: 1) Jake's House Annual Holiday Parties, a 15-year tradition of bringing families together for a welcoming, fun and festive celebration; 2) Legends Mentoring Program, themed group mentoring workshops that provide youth with opportunities to learn skills, socialize and make friends; 3) Jake's House Employment Mentoring, a program that supports the integration of young adults into the workforce; and 4) inclusive housing solutions, designed to address the growing housing gap in the autism community, giving more aging adults a place to call home.

The ideal candidate will be working with a dynamic, fast-growing organization, collaborating with a passionate, dedicated team.

JOB OVERVIEW

Jake's House is seeking an experienced IT Support Specialist to maintain and expand our technology systems. The ideal candidate will be able to support our various platforms while looking for ways to grow and improve our networks cost-effectively to meet future needs. The IT Support Specialist will be responsible for leading maintenance and growth plans, creating an IT plan, managing the IT systems, leading CRM implementation, educating staff, and keeping the management team up to date on the latest technologies that could help the organization succeed.



RESPONSIBILITIES

- Lead the creation and implementation of our technology strategy and roadmap.
- Develop innovative IT troubleshooting solutions that reduce downtime and lower repair costs.
- Work closely with staff to determine growth requirements and provide scheduled maintenance.
- Build and maintain vendor relationships and manage the purchasing of technology including hardware, software, and licenses.
- Assess IT organizational strengths and gaps to develop and integrate an IT plan.
- Determine the rationale and methods for upgrading company software or services.
- Responsible for the setup, configuration, and standardization of technology systems.
- Serve as the main point of contact on all IT-related matters including end-user training, troubleshooting hardware, software, and network issues.
- Oversee the CRM implementation and data organization activities and provide ongoing configuration and customization support.
- Administrate recovery and backups of storage systems.
- Develop a plan to ensure adherence to the best technological security practices.
- Setup and management of small office network and end-point infrastructure.
- Identify and provide standards for gathering information for use in trend analysis and report information.
- Identify opportunities for improvement while providing constructive suggestions for the improvement of efficiencies and cost management.
- Responsible for creating and administrating disaster plans that will keep the organization functional in the event of a crisis.
- Remain at the forefront of emerging industry trends and best practices.

QUALIFICATIONS

- Minimum 3-5 years of experience providing IT Support.
- Bachelor' Degree in Computer Science or related field.
- In-depth knowledge of technology systems with diagnostic and troubleshooting abilities.
- In-depth knowledge and troubleshooting ability with core workstation applications including Microsoft Office, SharePoint, Teams, Universe, Adobe, and MailChimp.
- Familiarity with CRM technologies such as Salesforce and other platforms.
- Comprehensive understanding of network architecture and client/server technology.
- Strong problem solving and communication skills required.



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- Excellent organizational skills with the ability to prioritize, multitask, and respond to emergencies effectively.
- Proven experience implementing IT solutions within an organization is an asset.
- Efficient time management and decision-making abilities.
- Ability to work independently and as part of a team.
- Ability to work flexible hours to accommodate for maintenance during downtime.
- Enthusiastic about technology and immersed in the latest tech trends.

Ideal Candidates (Culture Fit):

- Kind and empathetic, understanding the families we support always come first.
- Keen interest in staying up to date with technology trends.
- Strong communications skills, relationship building abilities.
- Adaptable, resilient, can switch gears and hats quickly, thrives in fast-moving environments.
- Self-motivated, proactive, resourceful, and results driven.
- Experience working for a non-profit/charity or with special needs individuals considered an asset
- Fluency in French considered an asset.

At Jake's House, we are proud to be an Equal Opportunity Employer. We do not discriminate based on race, religious beliefs, colour, gender, sexual orientation, physical disability, mental disability, ancestry, place of origin, age, marital status, source of income or family status. At Jake's House, we celebrate and support differences and diversity, for the benefit of our employees, our services, and our community.

Jake's House is committed to providing a barrier-free work environment in concert with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. As such, Jake's House will make accommodations available to applicants with disabilities upon request during the hiring process.