



## CAMP OOOH & CAMP TRILLIUM

### Coordinator, IT Support

Cancer changes a child's life, but so does camp. And so can you!

Do you have a passion for empowering kids and youth? Do you want to be part of an exciting and dynamic team that makes a real difference in the lives of families affected by childhood cancer? Then Camp Ooch & Camp Trillium is the place for you!

It's the place where kids with cancer can just be kids, and families connect with a community of strength and support when they need it the most. Important work continues throughout the pandemic to keep them connected to fun and friendship in hospitals, in the community, and at overnight camp.

Join our team! Learn more at [www.ooch.org](http://www.ooch.org).

#### Overall Purpose

At Camp Ooch & Camp Trillium, the IT Dept. is the glue that holds the organization together. Our staff work out of a variety of locations across Ontario, and we require a high level of support to stay connected with one another, connected with our community, and engaged with our work. As such, the IT Support Coordinator is accountable for supporting the technology, communications and audio visual needs which support Camp Ooch & Camp Trillium in achieving it's strategic goals. This position is the first point of contact for IT related inquires and provides outstanding customer care and technical expertise for all staff at all of the Camp Ooch & Camp Trillium workplace locations. This role reports directly to the Director, IT, and works closely with most of our staff in various capacities.

#### Experience and Qualifications

##### *Required Criteria*

- a) A diploma in information technology.
- b) 2+ years of IT Helpdesk work experience.
- c) In depth knowledge of Windows 10, Microsoft Office Suite, Active Directory and Microsoft Domain environment.
- d) Ability to adapt and learn new technologies and trends.
- e) Experience working with databases (preferably Raiser's Edge).
- f) Good organizational, time management and prioritizing skills.
- g) Analytical and Problem Solving Skills.
- h) Excellent written and verbal English skills, and the ability to work positively and collaboratively with staff across the organization, and vendors external to the organization.
- i) Current driver's license and the willingness and ability to become insured on our auto insurance plan.

- j) Ability and willingness to furnish a current police background check and vulnerable sector screening.
- k) Must be able to occasionally travel to our office/camp locations within Ontario (Toronto, Hamilton, Waterford and Rosseau).

#### *Personal/Professional Characteristics*

Enthusiastic, accurate, detail oriented, service oriented, excellent time-management and organizational skills, flexible, diplomatic, discreet, able to work in a small office environment, able to work independently, excellent oral and written communication, able to meet deadlines and work well under stress, analytical, sense of fiscal responsibility.

#### *Particular Working Conditions*

- a) In consideration of the populations Ooch serves, the incumbent is a non-smoker.
- b) This full-time position works out of the Toronto office and will be required to perform work at multiple locations across Ontario, which currently include Hamilton, Rosseau, and Waterford, as well as some work from home flexibility.
- c) Some evening and weekend commitments may be required.

#### *Physical Requirements*

The usual and customary methods of performing the job's functions require the following physical demands: lifting, carrying, pushing, and/or pulling; stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. The job is performed in a generally hazard free environment and in a clean atmosphere.

The minimum physical requirements for this position include:

- a) Able to operate a personal computer
- b) Able to concentrate for long periods of time while maintaining accuracy
- c) Able to lift up to 30lbs.

#### **Compensation & Benefits**

This position offers an annual salary range of \$45,000 - \$50,000 commensurate with experience, full benefits package, vacation, and professional development.

#### **To Apply**

Please submit a resume and your salary expectations to [careers@ooch.org](mailto:careers@ooch.org) with the email subject reading **2021045 – Coordinator, IT Support**.

#### **Equal Employment Opportunity**

Camp Ooch & Camp Trillium invites applications from all qualified individuals. We are committed to employment equity and diversity in the workplace and welcomes applications from women, visible minorities, indigenous people, persons with disabilities, and persons of any sexual orientation or gender identity. In accordance with Canadian Immigration requirements, priority will be given to Canadian citizens and permanent residents.

#### **Accessibility**

Upon request, Camp Ooch & Camp Trillium will provide to applicants with disabilities, accommodations that take into account the applicants' accessibility needs, in order to facilitate participation in the recruitment, assessment, selection and hiring stages.