

INFORMATION SYSTEMS SUPPORT Permanent Full-time Position (35 hours/week)

Committed to meeting the needs of the community by providing services with care, integrity, and accountability, the Rainy River District Social Services Administration Board (RRDSSAB) delivers Early Learning and Child Care, Ontario Works, Social Housing, Land Ambulance and other services for all organized municipalities and unincorporated areas within the geographic District of Rainy River. The Rainy River District covers an area of approximately 15,487 sq. kilometers and has a population of 20,110 (2016 Census). It is bordered on the north by the Kenora District, on the east by the Thunder Bay District, on the south by Minnesota, USA and on the west by the Province of Manitoba.

The RRDSSAB is seeking an Information Systems Support person on permanent full-time basis (35 hrs/week). The position is located in Fort Frances with coverage of our properties in the Rainy River District and will require extensive travel.

The Information Systems Support person is responsible for providing technology support and maintenance of information systems and assistance in troubleshooting and resolving technical problems associated with RRDSSAB operations. This position is also responsible for the development/maintenance of the RRDSSAB website, computer set-up/configuration, helpdesk support, developing and delivering training on software applications and assistance in resolving end-user requests.

The Information Systems Support person will possess the following qualifications:

- Two year college diploma in a related discipline and a minimum of three (3) years work-related experience.
- Knowledge and understanding of information technology practices, including but not limited to Local Area Network and Wide Area Network (LAN/WAN) and network operating systems, TCP/IP protocols, SQL Server, SBS/Server 2012/2022, MDM, Microsoft applications/operating systems, troubleshooting, web development and design, etc.
- Knowledge and understanding of legislation and regulations necessary to carry out the functions of the job, including but not limited to, Accessibility of Ontarians with Disabilities Act (AODA), Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), Freedom of Information and Protection of Privacy Act (FIPPA), Personal Health Information Protection Act (PHIPA), etc.
- Experience handling general inquiries, planning, organizing and working collaboratively with community partners.
- Excellent verbal and written communication skills.
- Demonstrated knowledge of computer systems and the ability to troubleshoot, analyze and support LAN/WAN client software/hardware problems and escalating issues.
- Possess effective verbal and written communication skills and the ability to exercise courtesy, tact, discretion and persuasion.
- Ability to work independently, cooperatively, and responsibly with minimal supervision and within a team environment.
- A valid driver's license and access to a vehicle.
- Must provide the satisfactory outcome of a CPIC Vulnerable Sector Screen as a condition of employment.
- Must submit proof of being fully vaccinated against COVID-19 or proof of a medical contraindication as a condition of employment.

The 2022 hourly rate of pay for this position is \$35.90. We offer a competitive salary, an excellent benefit package and participation in the OMERS Pension Plan. Candidates who meet or exceed the requirements for this challenging position are invited to submit a resumé and cover letter, including three work-related references, no later than **4:00 p.m. (CST) on Friday, August 12, 2022 to:**

Joanne Spence, B.HRLR, CHRL, Human Resources Officer
Rainy River District Social Services Administration Board
450 Scott Street Fort Frances, ON P9A 1H2
Competition #HR-25-2022-INFO-TECH
PRIVATE & CONFIDENTIAL
OR email to: joannes@rrdssab.on.ca

The RRDSSAB wishes to thank all applicants, however, only those selected for an interview will be contacted. Information gathered is in accordance with the *Municipal Freedom of Information and Protection of Privacy Act* and will be used for candidate selection and, for the successful applicant, relevant human resource purposes. The RRDSSAB is an equal opportunity employer. Accessibility accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance. This document is available in an alternative format, upon request.