

B R E A T H E

the lung association

The Lung Association is dedicated to helping all Canadians breathe.

Our community of donors, patients, researchers, volunteers and professional staff are dedicated to ensuring Canadians have the healthy lungs, body, and clean air, which are vital to healthy breathing.

We want to ensure that no one takes their breathing for granted, and strive for better breathing for all.

POSITION SUMMARY

POSITION TITLE: Technical Support Specialist
LOCATION: Provincial Office – 18 Wynford Drive, Toronto
REPORTS TO: Director, Information Technology

Organization Overview:

A new brand...a new position...a new approach to helping Canadians breathe.

This past November, we reintroduced ourselves to Canadians with a new and revitalized purpose, charting a new course to ensure our success in delivering on our mission in the years ahead.

We're now looking for a dynamic public affairs professional to join our team, and help us realize this potential.

This is an opportunity to join a team at an exciting point in time - an opportunity to build on your experience, grow your skills, and make a true difference in the lives of all those that struggle to breathe.

To view our latest Annual Report: <https://breathe-annual-report.floating-point.com>

Position Overview:

Assists the Director, Information Technology in upgrading and maintaining computer equipment and software at the provincial and community offices, and provides other technical assistance as needed to ensure that technical resources are available and in good working order.

Key Areas of Responsibility:

Under the direction of the Director, Information Technology, or in his absence, the Technical Support Specialist:

1. Alter and reconfigure computer equipment and install new software as necessary; pick up and drop off equipment for service.
2. Provide ongoing support for Enterprise level systems, including e-mail, active directory and website management systems.

3. Provide ongoing development for website CMS platforms, including CSS & java scripting support and working with web analytics.
4. Maintain a database of all IT equipment and software licenses by office, including the tracking of any support issues, action taken, follow-up, etc.
5. Provide trouble-shooting services to provincial, regional and community office staff, helping them to resolve application problems; document new computer errors and how the problem was solved.
6. Assist with maintenance and problem solving of provincial and community office networks, computer equipment and printers.
7. Manage printers and related supplies (toner); includes ordering, installing, recycling and managing on-hand supplies; tracking page counts.
8. May provide community office staff with some introductory or elementary training on upgraded software.
9. Visit community offices as necessary to remove or install computer equipment and/or software; ensure that the installation is complete and new equipment/software is in good working order before leaving the office.
10. May research equipment specifications and obtain supplier quotes, compiling results for the Director, Information Technology and/or the CFO.
11. Other duties and projects as assigned from time to time by the Director, Information Technology and/or the Vice President, Programs and Operations.

Qualifications:

- minimum a diploma in computer technology or engineering education
- 1-2 years work experience in technical support
- good knowledge of computers in freestanding and network environments
- ability to make minor repairs to computer equipment and printers
- experience with Windows OS, Windows Server 2012, Microsoft Office and Microsoft 365
- understanding of and experience in setting up basic databases
- experience working with website CMS systems, including Wordpress
- strong verbal and written communication skills
- attention to detail with the ability to problem solve and trouble shoot
- ability to work under pressure and within deadlines
- use of a personal vehicle and the willingness to travel as required