



WoodGreen Community Services *Job Posting*

Our Vision:

A Toronto where everyone has the opportunity to thrive

Manager, IT Service Desk Competition #2019-001-CS

Employment Type:	Full-Time, Non-Bargaining Unit
Work Hours:	35 hours/week (may include evenings and weekends)
Application Deadline:	Open until filled. Resumes will be reviewed upon receipt.

Who We Are

A United Way Anchor Agency, WoodGreen combines significant scale and a proven track record with an entrepreneurial mindset, continuously seeking and developing innovative solutions to critical social needs.

Now in our 81st year, we are one of the largest social service agencies in Toronto, serving 37,000 people each year. We're a group of diverse individuals who value respect, excellence, compassion, integrity, and team work.

Visit www.woodgreen.org to learn more about who we are and what we do.

Program Overview – Information Systems, Central Services

As a part of WoodGreen Central Services infrastructure, the Information Systems (IS) department provides data processing services to the agency through the effective utilization of existing and new information technology. IS implements and supports technologies and processes that will increase service to staff and clients in order to enhance productivity.

What You Will Do

- Works with the Vice President and IS team members in developing ITIL process methodologies, policies, and procedures.
- Manages the processing of incoming calls to the IT Service Desk via telephone and e-mail to ensure courteous, timely and effective resolution of end user issues.
- Responsible for assigning work tasks and scheduling work hours, including overtime.
- Provides ongoing orientation and supervision to staff and conducts performance appraisals.
- Ensures the effective utilization, training, and support of volunteers and students throughout training program delivery and other department activities.
- Manages issues by providing resolutions in-person and giving hands-on support to end users.
- Assesses need for any system reconfigurations (minor or significant) based on request trends and makes recommendations.
- Monitors incidents and cyber security trends and anticipates potential problems proactively.
- Manages assigned servers, including e-mail, print, and backup servers and their associated operating systems and software.
- Manages assigned security solutions, including firewall, anti-virus, and intrusion detection systems.
- Manages assigned network hardware and equipment, including routers, switches, hubs, and UPSs.
- Ensures network and Internet service connectivity of all sites and workstations.
- Administers all equipment, hardware and software upgrades and patch management.

- Practices network asset management, including maintenance of network component inventory and related documentation and technical specifications information.
- Manages and maintains end user accounts, permissions, and access rights.
- Monitors and tests network performance and provides network performance statistics and reports.
- Recommends, schedules, and performs network improvements, upgrades, and repairs.
- Provides guidance to junior members of the team.
- Contributes to the development and communication of help sheets, usage guides and FAQs for end users.
- Tracks and analyzes trends in Service Desk requests and generates statistical and analytical reports.
- In coordination with the VP and IT training team, identifies, recommends, develops and implements end user training programs to increase computer literacy and self-sufficiency.
- Negotiates with vendors, outsourcers, and contractors to secure network products and services.
- Responsible for the confidentiality of any information related to the organization, units, programs, staff, and clients, which the incumbent may be privy to.

What You Bring to the Team

- University degree in the field of computer science.
- Microsoft Certified Solutions Expert (MCSE); MCSE Productivity Certificate an asset.
- ITIL Certificate will be considered an asset.
- Minimum five (5) years' experience managing an IT team.
- Minimum three (3) years' experience using ticketing and call centre applications.

What Will Set You Apart

- Strong working technical knowledge of Network, and Microsoft Windows Platform including Server and PC operating systems.
- Extensive working technical knowledge of current network hardware, protocols, and standards, including VPN, Routers, Switches and Modem devices.
- Hands-on hardware troubleshooting experience.
- Knowledge of applicable data privacy practices and laws.
- Strong written and oral communication and interpersonal skills.
- Ability to conduct research on networking issues and products.
- Ability to present ideas in a user-friendly language.
- Highly self-directed and motivated.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Strong customer service orientation.
- Experience working in a team-oriented, collaborative environment.

Why You'll Want to Work With Us

At WoodGreen you will be part of an amazing team that does amazing things for our community.

We offer:

- ✓ Competitive salary/excellent benefits for full-time, contract (1 year+), and PSW employees
- ✓ Ongoing training and opportunities for career advancement within the organization
- ✓ Formal staff recognition and appreciation programs
- ✓ Access to group discount programs and purchases

To Apply

Submit your resume and cover letter, **quoting the competition # in the subject line**, as follows:

WoodGreen employees ONLY to: hrjobs@woodgreen.org

External applicants to: careers@woodgreen.org

WoodGreen is an equal opportunity employer. We are committed to providing an inclusive and barrier-free selection process and work environment. If contacted in relation to an employment opportunity, please advise our HR representative at hrjobs@woodgreen.org of the accommodation measures required. Information received relating to accommodation will be addressed confidentially.