



JOB POSTING

POSTING #: 2023-24

POSITION TITLE: IT ANALYST (Full-Time Contract)

THE OPPORTUNITY

Join one of the [Top 100 Charity Organizations](#) today! Since 2010, Charity Intelligence has awarded Eva's with the highest rating available based on financial transparency, accountability to donors and cost-efficiency.

Eva's Turns Youth Homelessness into Home

Youth experiencing homelessness who are Black, Indigenous, 2SLGBTQ+, racialized, or newcomers are overrepresented in the population of youth experiencing homelessness. In Canada, racism, specifically anti-Black and anti-Indigenous racism, permeates society, creating social and health inequities.

To respond to the needs of homeless youth and decrease social and health inequities experienced by Black, Indigenous and racialized youth, culturally responsive supports and services must be provided. These supports center the identities and cultures of young people and affirm their holistic identity, taking into consideration the barriers they navigate in their daily lives. This ensures that services respond to the specific needs of youth instead of compounding the barriers they are already facing.

Eva's was founded in 1989 by Eva Smith, a Jamaican immigrant, advocate, and activist. You can learn more about her legacy here: [Home - Eva's Initiatives for Homeless Youth \(wpengine.com\)](https://www.wpengine.com/home-eva-initiatives-for-homeless-youth)

Eva's provides shelter, transitional housing, and health and well-being programming to help youth experiencing or at risk of homelessness in Toronto. Join our expert staff help young people reach their potential and lead fulfilling, healthy lives.

At Eva's, we help young people move from crisis to stability with the ultimate goal of moving to independence. We work with each young person to develop an achievable action plan, attain their goals, and build strong community connections.

ROLE OVERVIEW

IT Analyst will evaluate efficiency and effectiveness of our operations and resolve the organizational problems by analyzing processes, workflows, and systems to identify opportunities for either improvement or automation. The duties include tasks relating to various aspects of IT operations, including PC, network, mobile, phone, software, and connectivity issues and/or particular projects or initiatives(s). Work is conducted remotely and at Eva's various sites. IT Analyst will generally independently prioritize and plan their own work; however, they do receive on-going guidance and review of their work by Director of Operations. They are expected to autonomously perform assigned procedures or administrative/logistical tasks, and to recommend process changes to improve operational effectiveness.

The IT Analyst reports to the Director of Operations.

RESPONSIBILITIES

While specific tasks may vary, typical responsibilities may include any/all of the following:

- Analyzing current IT systems, architectures, and processes.
- Identifying risks, opportunities, faults, and areas for development within the organization's IT framework.
- Develop actionable roadmaps for improving workflows and processes and establish and organize KPIs.
- Executing well-thought-out solutions and plans to improve company efficiencies.
- Maintaining robust systems processes and ensuring compliance with relevant regulatory bodies.
- Developing new IT methods and solutions for the organization.
- Reporting issues, advances made, and other important information to stakeholders.
- Advising management on weak points, areas for improvement, and risks in the company's IT infrastructure.
- Strategize with other key stakeholders on how to best align IT systems with organizational objectives.
- Communicate with stakeholders to understand their requirements.
- Design efficient IT systems to meet operations and technology needs.
- Coordinate developers to build and implement technology solutions.
- Integrate multiple ERP systems and reconcile needs of the organization.
- Gather feedback from end users about system performance.
- Plan and oversee projects (e.g. upgrades, hardware/software installations).
- Provide advice and technical training.
- Conduct routine maintenance of IT systems, including computers, mobile devices, printers, networks, internet access, telephone systems and other technology.
- Provide routine help desk support via phone, computer, in person, using an established ticketing system, for most issues related to desktop software, hardware and peripherals.
- Setup and configuration of various business devices based on established procedures.

- Provide ongoing day-to-day hardware support for computers, phones, servers, networking equipment, printers, and other related peripherals.
- Provide staff with customer-focused day-to-day support and end user training as necessary.
- Performs standard software upgrades, changes, and new installations to user's workstations; assists with complex roll-outs.
- Research new software and technologies to support on-going effectiveness in the organization.
- User administration – password changes, create new users.
- Monitor IT hardware and software inventory and maintain IT documentation and manuals.
- Identify opportunities to improve and update software and systems and implement with approval and/or direction from leadership.

QUALIFICATIONS

Generally, requires a relevant post-secondary degree or diploma in the field of expertise, and up to 3 years professional experience or equivalent.

- A bachelor's degree in computer science, business information systems, information technology, or a related field.
- Certification and proficiency in a coding language (.NET, Visual Basic, C++, or SQL).
- At least 3 years of experience in an IT-related position.
- Knowledge of databases, data processes, program architectures, and data security.
- Skills in designing, reporting, and documenting implementations and solutions.
- Knowledge of industry best practices and experience with both hardware and software systems.
- Up-to-date insight into the latest developments in the information technology sphere.
- Ability to work independently and knowledge of agile team structures.
- Excellent report writing and communication skills.
- Excellent interpersonal and presentation skills.
- Experience in IT support working directly with end-users.
- Proficient knowledge and experience in Server Management with proven working ability in administrating Microsoft Server Operating Systems (Server 2019), Domain Controller, MS Active Directory.
- Knowledge of, and experience with the following:
 - Microsoft Office
 - Microsoft 365 admin center
 - Meraki devices (Switches, Routers, Cisco devices, wireless devices)
 - telephone systems (Nortel Meridian and VoIP)
 - documenting solutions, builds and processes including creating Network Infrastructure diagrams
- Excellent organizational, communication, interpersonal and time management skills
- Self-motivated with a proven ability to work both independently and in a team

- Knowledge and understanding of at-risk, homeless and/or precariously housed youth.
- Demonstrated ability in working with a trauma informed, harm reduction approach and from an Anti-Black racism, anti-oppression and culturally safe perspective/framework.
- Understanding of issues related to youth homelessness, 2SLGBTQ identities, mental health and substance use problems and disorders, and developmental and learning disabilities.
- Valid G Driver's License with clean driving abstract is required.

APPLY

Submit a cover letter and resume in one PDF document to careers@evas.ca. Be sure to indicate **2022-24 IT ANALYST** in the title. No phone calls, please. This position will be open until filled.

CONDITIONS OF EMPLOYMENT

The City of Toronto has put in place a mandatory vaccination directive for City-funded shelters, and Eva's is obligated to comply with this legislation as per our funding agreement. In view of this, new Eva's employees are required to be fully vaccinated against COVID-19 as a condition of hire. New Eva's employees will be required to provide proof of full vaccination status to the People and Culture team via an upload in ADP upon been granted access. This information will remain confidential and will not be disclosed to Eva's staff or management. New Eva's employees will be entitled to reasonable accommodation in accordance with human rights legislation.

Please note that as a condition of employment, the successful applicant must complete a Vulnerable Sector Screening Police Reference Check. Eva's would like to thank all applicants for their interest; however, only those selected for an interview will be contacted. In keeping with our ongoing efforts to represent the diversity of our community, we strongly encourage people from diverse groups to apply. In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), Eva's provides accommodation, accessible formats, and communication supports for the interview upon request.

Eva's is strongly committed to a workforce that reflects the diversity of the populations we serve. We encourage applications from all qualified individuals including applicants from all cultures, racialized communities, abilities, diverse sexual and gender identities, and others who may contribute to the further diversification of ideas. We are committed to a selection process and work environment that is inclusive and barrier free.

Eva's has taken active steps to reduce the risk of transmission within our shelters, click here to learn what we are doing: <https://www.evas.ca/blog/covid-19-update/>

LAND ACKNOWLEDGEMENT

We acknowledge the land we occupy is the traditional territory of many nations including the Mississauga's of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also

acknowledge that Toronto is covered by Treaty 13 with the Mississauga's of the Credit and the Williams Treaty signed with multiple Mississauga's and Chippewa bands.

We also acknowledge all Treaty peoples – including those who came here as settlers – as migrants either in this generation or in generations past - and those of us who came here involuntarily, particularly forcibly dis-planted Africans, brought here as a result of the Trans-Atlantic Slave Trade and Slavery.

LOOKING TO LEARN AND GROW WITH US?

Check out all our employment opportunities on our website at <https://www.evas.ca/employment/>

Eva's Initiatives for Homeless Youth

Administrative Office: 401 Richmond St W., Suite 245, Toronto, Ontario, M5V 3A8

Email info@evas.ca | Website www.evas.ca

   Connect with us @evasinitiatives.