**eva:s**

# JOB POSTING

**POSTING #: 2025-05**
**Position Title: Information Technology Manager - Contract - 3 Months**
**SALARY: $72,801 - $84,240**

## THE OPPORTUNITY

*Join one of the [Top 10 Canadian Youth Impact Charities of 2022](#) today! Since 2010, Charity Intelligence has awarded Eva's with high marks for financial transparency, accountability to donors and cost-efficiency.*

*Learn more about Eva's Initiatives and the work that we do.*
[About Us - Eva's Initiatives for Homeless Youth (evas.ca)](#)

## DUTIES AND SCOPE OF WORK

Under the supervision of the Director of Operations, the Information Technology Manager is responsible for overseeing all aspects of the organization's IT infrastructure and operations to ensure the effective and secure delivery of technology services. Your role will play a vital part in enabling us to fulfill our mission of providing essential support to homeless youth in the community.

As the sole member of the IT department, you will be responsible for providing day-to-day technical support to staff at all locations and offering guidance and recommendations to the management team regarding high-level IT strategies. While additional assistance can be sourced for major tasks or projects as the budget allows, you will primarily be responsible for managing all IT-related operations independently.

## RESPONSIBILITIES

**IT Infrastructure Management:**
- Design, implement, and manage the organization's IT infrastructure, including hardware, software, networks, and telecommunications systems.
- Ensure the continuous operation and availability of IT resources across all locations.
- Monitor and maintain network security and implement measures to protect against potential threats.
- Manage relationships with external technology vendors and service providers.

**User Support and Troubleshooting:**
- Provide technical support and guidance to staff members across all locations, addressing hardware, software, and connectivity issues.
- Troubleshoot and resolve IT-related issues promptly and efficiently, both remotely and on-site.

- Train staff on IT best practices and ensure compliance with IT policies and procedures.
- Develop and implement user support processes and procedures, including a help desk system and knowledge base.
- Identify training needs and provide training sessions to staff members on IT systems and best practices.

**IT Strategy and Planning:**
- Collaborate with the management team to develop and implement IT strategies that align with the organization's goals and objectives.
- Conduct regular assessments of IT needs and make recommendations for technology enhancements or upgrades.
- Conduct regular system audits to identify vulnerabilities and implement appropriate security measures.
- Stay up-to-date with the latest technology trends and advancements relevant to the organization's mission and operations.

**Data Management and Security:**
- Develop and implement data management policies and procedures to ensure data integrity, confidentiality, and availability.
- Oversee data backups, disaster recovery plans, and business continuity initiatives.
- Ensure compliance with relevant data protection regulations, such as PIPEDA.
- Budgeting and Resource Management:
- Prepare and manage the IT department's budget, ensuring cost-effective utilization of resources.
- Identify and evaluate technology solutions and services, making recommendations based on cost, quality, and suitability.

**Project Management:**
- Plan, execute, and monitor IT projects, including system upgrades, software implementations, and infrastructure enhancements.
- Define project scope, objectives, timelines, and resource requirements.
- Collaborate with stakeholders to ensure projects are completed on time and within budget.

Other Duties
- Other duties as assigned by Director of Operations.

## QUALIFICATIONS

- Bachelor's degree in Information Technology, Computer Science, or a related field (relevant experience may be considered in lieu of a degree).
- Proven experience (minimum 5 years) in managing IT operations and infrastructure.
- Strong technical knowledge of hardware, software, networks, and cybersecurity principles.
- Experience with cloud-based technologies and services.
- Project management experience, with a track record of successfully delivering IT projects.
- Familiarity with non-profit organizations and an understanding of the challenges faced by homeless youth would be advantageous.
- Excellent problem-solving and analytical skills.

- Strong communication and interpersonal skills.
- 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.

## APPLY

Submit a cover letter and resume in one PDF document to **careers@evas.ca**.  Be sure to indicate **2025-05 Information Technology Manager** in the title. This position will remain open until filled. No phone calls, please.

## CONDITIONS OF EMPLOYMENT
https://www.evas.ca/conditions-of-employment/

## LAND ACKNOWLEDGEMENT
https://www.evas.ca/land-acknowledgement/

## LOOKING TO LEARN AND GROW WITH US?
Check out other all our employment opportunities on our website at
https://www.evas.ca/employment/

**Eva's Initiatives for Homeless Youth**
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