



## JOB POSTING

POSTING #: 2026-19

INFORMATION TECHNOLOGY SUPPORT TECHNICIAN– CANADA SUMMER JOB

WAGE RATE: \$17.60 PER HOUR, 35 HOURS A WEEK

CONTRACT PERIOD: 8 WEEKS

NUMBER OF POSITIONS: 2

## 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 Eva's IT Manager, the User Support Technician provides essential technical support and plays a key role in maintaining and improving Eva's IT infrastructure. This position ensures staff organization-wide have the tools and resources needed to perform their roles effectively. With a strong focus on customer service, the User Support Technician addresses day-to-day IT needs, resolves technical challenges, and contributes to ongoing IT projects that align with Eva's mission.

Ongoing support will be provided as well as cross-functioning exposure for professional development. The role is a contract position for a period of 8 weeks.

## RESPONSIBILITIES

User Support and Troubleshooting:

- Deliver timely helpdesk support to Eva's staff, resolving software and hardware issues in a Windows-based environment.
- Provide technical support for iOS devices, ensuring functionality and usability for staff.
- Employ a customer-focused approach to ensure prompt, professional, and effective solutions to technical challenges.
- Maintain clear and concise documentation of issues, solutions, and workflows.

IT Infrastructure:

- Assist in upgrading all staff computers to the latest operating system, ensuring seamless transitions and minimal disruption.
- Update and manage domain settings across all devices.
- Keep detailed and organized records of IT assets, configurations, and updates.

IT Projects:

- Collaborate with the IT Manager on key projects to improve IT systems and processes, including cloud-based initiatives and infrastructure improvements.

- Support the rollout of new technologies and tools to enhance staff productivity and organizational effectiveness

## QUALIFICATIONS

- Currently pursuing or recently completed a diploma or degree in **Information Technology, Computer Science**, or a related field
- Experience providing **technical support** in a Windows environment; familiarity with iOS support is an asset
- Comfortable troubleshooting hardware, software, and connectivity issues
- Familiarity with **cloud-based systems, device management**, and basic **network configuration** is an asset
- Strong **customer service** skills with a proactive and patient approach to resolving user issues
- Excellent **verbal and written communication** skills
- Highly organized and attentive to detail; able to maintain clear documentation
- Demonstrated ability to **work independently** and as part of a team in a fast-paced, service-oriented environment
- Passion for technology and a desire to learn and grow in the IT field
- Age: You must be between **15 and 30 years old** at the start of employment.
- **Eligibility:** You should be a **Canadian Citizen, a Permanent Resident, or Conventional Refugee**.
- Work Authorization: You must be **legally entitled to work in Canada** (which means you need a valid Social Insurance Number).
- A Clear Vulnerable Sector Police Reference Check
- Proof of up-to-date adult immunization status as per Toronto Shelter Standards
- Proof of valid CPR & First Aid certificates
- A signed Declaration form from Human Resources Development Canada (HRDC)

## APPLY

Submit a cover letter and resume in one document to [careers@evas.ca](mailto:careers@evas.ca) Be sure to indicate **2025 – 19 IT SUPPORT TECHNICIAN** in the title and apply by **May 8, 2026**

## 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

Administrative Office: 60 Brant Street, Toronto, Ontario, M5V 3G9

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