



Children's Treatment Network

What We Do:

Children's Treatment Network (CTN) supports over 33,000 kids and youth with disabilities and other developmental needs. We provide intake, service navigation and coordinated service planning, assessment and diagnostic services, specialized clinics and rehabilitation services, including physiotherapy, occupational therapy and speech language therapy.

Funded by the Ministry of Children, Community and Social Services, CTN is an Ontario provincial government funded not-for profit organization, that offers services through contracted partners in the education, health and community sectors. Through its innovative network model, CTN's commitment to providing family-centered care is anchored by an electronic client record that is shared across its partner organizations and provides the foundation for integrated plans of care and services.

Dedicated to creating a vibrant community where all kids, youth and families belong, we have a strong commitment to equity, diversity, inclusion, Indigeneity and accessibility. With this in mind, our goal is a workforce that reflects the communities we serve. We welcome all qualified applicants to apply including individuals with disabilities, those who identify as Black, Indigenous or persons of colour, members of the LGBTQ2S+ communities and others. We are proud to be in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the Integrated Accessibility Standards Regulation. We are happy to honour accommodations at any part of the recruitment process and invite you to let us know how we can help.

What We Offer:

- Competitive compensation and employee benefits package including participation in the Healthcare of Ontario Pension Plan (HOOPP) and vacation/leave entitlement
- An opportunity to contribute to the work of a not-for-profit organization that provides services to kids and youth with disabilities and developmental needs and their families
- The chance to be a part of a culture with an organization that values inclusion, collaboration, responsibility, and innovation
- The opportunity to work with us to achieve CTN's strategic goals of putting people at the centre of what we do, striving for excellence, fostering a culture of accountability and stewardship to support community needs, and transformation through equitable data-driven service innovation

What you will do:

CTN is looking for a permanent, full-time **Information Technology (IT) Specialist** who will be accountable for implementation and upgrade, ongoing support and maintenance, consultation and/or promotion of Information Technology systems (applications, hardware, infrastructure, etc.), and will participate in the successful delivery of IT solutions to meet CTN business needs. This role will provide second-tier technical support to internal and external Customers, as well as assistance to all members of the IT Team. The IT Specialist reports to the Manager, Information Technology.

Responsibilities:

The successful incumbent will be responsible for the following duties and responsibilities:

Communication

- Ensure IT management and IT team are kept current by effectively communicating:



Children's Treatment Network

- Any identified issues and/or outages as well as any proposed/applied solutions
- The implications of new or revised systems
- Throughout the Change Management and Project Management continuums
- Participate in the communication process associated with managing critical outages and performance degradation
- Interface with CTN vendors, suppliers and other external support as required
- Interface with other partners or users of the systems as required

Documentation

- Develop and/or maintain the documentation for the various components in the IT environment including: configurations, guidelines, processes/procedures, knowledge base content and change management documentation
- Develop reference, training and operations documentation for applications and/or systems as required

Technical Support

- Provide 2nd level support services either remotely or in-person for hardware, applications and the network environment by resolving IT-related issues for internal and external Customers within specified timelines
- Research solutions and provide assistance to 1st level support staff
- Provide system administration of applications, servers, network equipment, etc.
- Participate in IT after-hours on-call rotation and be able to provide support by telephone and/or by remote access

Business Support

- Collaborate with team members, staff and other key stakeholders in the identification and evaluation of business challenges including the development and implementation of proposed solutions
- Collaborate with team members and other groups to ensure that client needs are met for the overall benefit of IT and CTN
- Enable and support a more mobile workforce through the use of tools and technologies, including providing support for current mobile connectivity and input and planning for future mobile functionality

Change Management

- Test, install, integrate, configure and monitor components in the IT environment
- Assess the impact of hardware and software changes on the computing environment
- Obtain approval for proposed and/or planned changes
- Coordinate with internal and external resources to ensure effective change control processes are applied including timely communication

Problem Management

- Identify, document, monitor, investigate, manage, and resolve problems

Configuration Management

- Apply configuration management practices and processes to ensure operational effectiveness and stability
- Maintain accurate configuration documentation and history



Children's Treatment Network

- Configure, troubleshoot and support of Exchange Online, SharePoint Online, Teams, One Drive for Business, Cloud App Security, Intune, and Azure Active Directory
- Troubleshoot Office 365 issues including user connectivity and mobility
- Work with the Manager to coordinate larger scale deployments/releases/upgrades
- Ensure current versions of patches, updates, supporting applications/add-ins, etc. are appropriately tested and deployed to existing systems within the infrastructure
- Utilize advanced technical skills and techniques to perform complex hardware and software troubleshooting
- Maintain and ensure appropriate user access to information through application configuration, folder/role/group-based permissions to be used by the staff change process
- Support and develop the documentation for continuity of support across the IT team and for information sharing across the organization

IT Performance Management

- Identify and/or address potential or occurring performance issues
- Monitor, test, and enhance system performance and plan for any future requirements

Release Management

- Maintain an environment for testing, developing and/or deploying updates, upgrades or images to workstations in the environment
- Maintain an environment for testing and deploying updates, upgrades, releases etc. to network equipment and/or application environments

Risk Management

- Applies sound risk management with the scope of duties and responsibilities
- Reports risk with causes, impacts or mitigations beyond scope of responsibility or available resources to manager

Emergency Preparedness and Response

- Maintain and support backup and recovery processes and procedures for the computing environment
- Work with available IT team members to engage and follow emergency response plans during outages
- Lead the analysis of outage root cause and initiate/implement corrective action
- Work with emergency response control groups, CTN and/or external technicians in response to critical events

Other

- Lead and/or participate in IT-related projects across the organization
- Coordinate the activities of internal and external technicians
- Ensure that security policies, standards and procedures are followed
- Assist and share knowledge with other Information Technology team members
- Other duties and projects as required

What We Need:

- A minimum of three-year University Degree in Computer Science or a related discipline is required



Children's Treatment Network

- Minimum of three (3) years' experience with application, database, operating system and/or networking technologies including Windows Servers, SQL and/or LAN/WAN and Internet environments, and the configuration and operation of a variety of network and computer equipment is required
- Microsoft Certifications (MCSE, Azure, etc.) is preferred
- Certification related to currently used network administration software is preferred
- Certification in relevant IT service Management courses such as IT Infrastructure Library (ITIL) courses is preferred
- Demonstrates experience in client focused IT Services teams and services
- Excellent computer skills including: client, server, network, security, and telecommunications
- Ability to manage multiple priorities required
- Excellent communication skills (written, verbal and listening) and presentation skills
- Demonstrates professional and courteous manner in interpersonal relationships
- Solid understanding of business practices with understanding of project management tasks
- Maintains strong attention to detail in high-pressure situations
- Exercises independent decision-making and takes ownership for actions
- Ability to work flexible hours in support of requirements that may fall outside of the typical work hour framework
- Knowledge of the children's service systems in Simcoe County and York Region considered an asset
- Lived experience as a person with a disability or a caregiver of a child with a disability and/or developmental needs is considered an asset
- Ability to communicate in French or other languages considered an asset
- Experience with and understanding of various cultures and cultural communities including Francophone, First Nations, Métis and Inuit (FNMI) communities considered an asset
- Certified First Aid considered an asset
- Demonstrated commitment to a safe environment for staff, clients and families by working in compliance with the Occupational Health & Safety Act and related policies

Selected Successful Candidate will be required to:

- Produce a clear police record check with a vulnerable sector check prior to start of employment
- Be able to travel to assigned office, between CTN sites and/or other locations as required
- Maintain the ability to work effectively in a temporary hybrid environment and have access to appropriate internet capacity
- Any candidate being considered for employment at Children's Treatment Network ("CTN") must be able to provide supporting documentation to confirm their eligibility to legally work within Canada. Proof of eligibility includes but is not limited to a social insurance number (SIN), Canadian birth certificate, passport, citizenship certificate, permanent residence card, open work permit, or valid receipt from Immigration Canada of an application for a post-graduate work permit.

Office Location:

Richmond Hill or Barrie

Starting Salary: \$87,163

Salary Range: \$87,163 - \$96,848



Children's Treatment Network

CTN's total rewards package includes competitive compensation and employee benefits package including participation in the Healthcare of Ontario Pension Plan (HOOPP), generous vacation entitlements, and the opportunity for hybrid work (**position specific*).

To Apply:

1. Submit your resume to careers@ctnsy.ca
2. Quote Job ID #JL-004 in the subject line of email

Applications are accepted from July 29, 2024 – August 9, 2024.

Thank you for your interest in this opportunity!