



Haldimand-Norfolk
REACH

supporting children, families, communities

Haldimand-Norfolk REACH is a multi-service agency, providing Children's Mental Health Services, Autism & Behaviour Services, Developmental Services, Youth Services, Family Services, and several Early Learning Intervention & Care services including EarlyON Child & Family Centres and the Community Action Program for Children.

H-N REACH serves as the Lead Agency for Haldimand Norfolk Children's Mental Health Services, Coordinated Service Planning and the Student Nutrition Program in the Hamilton/Niagara Region. Through our Contact Unit, the agency serves as the single point of access for a variety of children's services.

H-N REACH is recognized as a local leader in community education, advocacy, inter-sector collaboration and Community Service Planning.

SUPPORT SPECIALIST

Ref. #: 2023-62

Information Technology

6 month Temporary, Salaried

Full time preferred (35 hours per week), part-time may be considered, flexibility with schedule required

Responsibilities:

- An important part of the Information Technology team, the position assists in end-user support and orientation, trouble-shooting, software/hardware upgrades and configuring, asset tracking, travel to satellite offices (mileage paid), training staff on use of new equipment and software applications.
- Assist in maintenance of Agency website
- Identify, recommend and pursue training opportunities to meet identified needs.

Qualifications:

- Completion of an Information Technology diploma/training or related equivalent program and experience
- Basic knowledge of Active Directory, Windows 10/11, Server 2012/2016, MS Exchange 2016, Remote Desktop Services, email/internet hardware/software, Office 365 and other applications as required
- Working knowledge of network printers and devices
- Leadership skills, diplomacy, initiative and ability to obtain confidence of Agency management & employees
- Excellent organizational, administrative, verbal & written communication skills
- Criminal & Judicial Matters and Vulnerable Sector Check and Children's Aid Society Declaration & Release
- Possession of a valid driver's license, \$2 million vehicle liability insurance, clear Driver Abstract and use of a vehicle.

Please submit a cover letter & resume by email to

jobs@hnreach.on.ca by November 28, 2023 to:

Lynn Tessaro, Human Resources Manager

Haldimand-Norfolk REACH

101A Nanticoke Creek Parkway, Townsend, ON, N0A 1S0

Website: www.hnreach.on.ca

Only those selected for an interview will be contacted

Please contact us if you require accommodation

A United Way member Agency