

Advice of Position Vacancy

Date:	June 10, 2021
Position Title:	Administration Officer – Information Technology
Posting Number:	2021 -32
Status:	Temporary full time (1-year contract) – 5 days (35 hours per week)
Closing Date:	Please send your cover letter and resume to humanresources@drpeter.org Position will remain open until filled

The Dr. Peter Centre provides compassionate HIV care for people living with significant health issues including mental illness, trauma, addictions, unstable housing and poverty.

Through its day health, 24-hour care residence and enhanced supportive housing programs, the Dr. Peter Centre provides healthy meals, counselling, therapies, nursing, and a safe place for peer socialization and support. This integrated model of care successfully engages individuals in their health care, improving adherence to HIV treatment and overall health.

Position Description and Duties

The Administration Officer-Information Technology (IT) provides onsite IT support to the organization as well as direct administration support to the Knowledge Translation & Evaluation (KTE) team. The Administration Officer-IT reports directly to the Director of KTE.

Key Responsibilities

The Administration Officer-IT is responsible for the following:

- Assists in maintaining computer inventory;
- Acts as the point person for support tickets with IT vendor;
- Provides one-one-one assistance to staff experiencing computer issues (MS Teams, SharePoint, Outlook etc.) as well as Windows and Office 365 login related issues;
- Provides assistance with on-the-ground roll out of IT projects, with direction from IT vendor and management;
- Performs database administration if required;
- Reviews procedures and helps troubleshoot IT challenges if required;
- Coordinates, schedules and tracks webinars, video calls, and meetings with stakeholders;
- Performs data entry and assists with reports;
- Assists with maintaining a database of key stakeholders;
- Assists with maintaining quarterly and annual counts of project-based deliverables;
- Assists with reviewing and editing documents (e.g. reports to funders);
- Schedules and takes minutes at meetings and events; and
- Other related duties as required.



Education, Qualifications and Experience

The preferred education, qualifications and experience of the Administration Officer-IT are:

- Bachelor degree in Information Technology or Business Administration preferred;
- Minimum of one year experience in an IT support role and/or database administration and maintenance,
- Proficient with data entry, report creation and analytics;
- Proficient with Microsoft Office Suite including but not limited to, Word, Excel, SharePoint, Outlook, and Teams;
- Ability to assess priorities with a high level of accuracy;
- Strong written and oral communication skills with a demonstrated ability to review, synthesize information and produce quality work;
- Demonstrated ability to work independently; and
- Demonstrated ability to work within a team.

General Working Conditions

This position requires flexibility and the ability to prioritize workload, and the ability to work in a fast-paced environment where demands and deadlines may change with short notice. Multitasking and flexibility is a must in order to meet deadlines, and to support many operational functions/activities that may occur concurrently or without notice. An understanding of the importance of maintaining the confidentiality of sensitive employee information is necessary. Evening and weekend work may be required.

This is a temporary (one year), full time position, Monday-Friday.

COVID-19 Restrictions

The Dr. Peter Centre is a long term care facility that is subject to the Single Site Order (SSO) issued by the public health authorities in response to the COVID-19 pandemic.

Note: We thank all interested applicants. Regretfully, we are not able to respond to phone calls or emails, and we are able to respond only to those applicants who are being considered for an interview.