# INTERNAL POSTING

(July 2021)

The Canadian Mental Health Association, Ottawa Branch (CMHA) is a private, non-profit charitable organization dedicated to promoting good mental health and improving the quality of life for individuals experiencing serious mental illness. The **Community Support Services** of CMHA provides outreach, long-term intensive support and housing to individuals with serious mental illness and substance abuse disorders who are homeless or at imminent risk of becoming homeless.

**CMHA currently has a vacancy for the following position:**

## IT Support

### Type of Position: Temporary Part-Time

**Length of Term: Until October 31, 2021**, with the possibility of extension.

**Hours of Work**: Expected 14 hours, hours may vary based on agency need.

**Pay Rate:** $17.00 per hour

**Essential Qualifications:**

**Education:** Enrolment in a University/College degree/diploma/certificate program in Computer Systems and Sciences, or equivalent combination of training and experience in an information technology-related field.

**Experience and Knowledge:**

* 1+ year of Windows, MS Office, and hardware support experience.
* Understanding of computer hardware, software, network printing and networks.
* Solid interpersonal skills and the ability to adapt to different situations.
* Excellent oral communication as well as strong organizational and multitasking skills.
* Ability to work as a team player.
* Great attention to detail.
* Ability to present a professional and positive image and maintain discretion or confidentiality.
* Experience with various internet browsers, Microsoft Office, and Windows operating systems.
* Appetite to learn new technologies.

**Duties and Responsibilities:**

* Be point of contact for staff regarding their client’s cell phones and active phone applications.
* Manage day to day activities related to CMHA cell phones including phone renewals, repairs, and lost/damaged phones.
* Manage and keep up to date all documentation and spreadsheets related to the distribution of phones.
* Coordinate distribution of new CMHA cell phones.
* Keep track of all phones that are distributed.
* Follow up with CMHA staff to confirm their clients are still in use of their CMHA provided cell phones.
* Manage and keep up to date the application for client cell phones.
* Coordinate Fair and Equitable Distribution of Phones Committee meetings as required.
* Provide input into CMHA procedures around client cell phones.
* Participate in the development of a procedure/how to/question and answer guide for the client cell phone project – aka Project Connection.
* Consult and coordinate with Program Managers as needed.

**Language**:

* English essential.

**Application Deadline:**

Please submit a resume to **Recruitment at** **recruitment@cmhaottawa.ca** **by 4:30 pm on Monday, August 9, 2021.**

*The Canadian Mental Health Association is committed to developing inclusive, barrier-free selection processes and work environments. If contacted regarding this job posting, please advise us if there are any accommodation measures you may require.*

Applicants who receive a conditional offer of employment must produce a **Vulnerable Sector Police Records Check**, proof of academic achievement and meet all legal requirements for driving.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.