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October 11, 2016

## **CUPE Ontario is seeking a Temporary Full Time Technology Assistant**

If you are a critical thinker and self starter who works well as part of a team, loves projects, has experience in the trade union movement, possess exceptional communications skills and works well in an anti-racist and anti-oppression framework, then this opportunity is for you. CUPE Ontario is seeking a temporary full time Technology Assistant.

External applicants are invited to apply for the position by October 21, 2016 at 4:00pm (EDT).

CUPE Ontario's mission is to advance the lives of over 250,000 members all across Ontario, both at work and in their communities, by mounting campaigns for political mobilization, facilitating the coordination of collective bargaining, and fighting for social justice, equality, and against all forms of discrimination.

As Ontario's largest public sector union, we have a deep commitment to strengthen and continue to build public services for the citizens of our province, and we see the fight against privatization as integral to all that we do. We work strongly in coalition with community groups and other unions to achieve our goals. As the political wing of Canada's largest union, political action and equity work are central to all aspects of our action plan which is developed and passed each year directly by the membership of our union.

CUPE Ontario is in the process of exciting growth and development and we are looking for individuals with the skills, abilities and stamina to support our political campaigns. CUPE Ontario is committed to building a strong and diverse organization that is reflective of our members and society at large.

This position will work collaboratively with the CUPE Ontario Technology Specialist. The technology assistant provides assistance, information and support to all CUPE Ontario staff. They solve and provide IT related problems and services, record and solve technology issues, install software and tools, manage general administrative issues, and provide a wide range of direct IT services.

He/she acts as a first contact point when it comes to internal technology related requests. The Technology Assistant assists with the maintenance of existing computer systems and with the installation and implementation of new technologies.

## Overview of Job Requirements

- Responsible for assisting, organizing and archiving of digital assets;
- Daily maintenance and upkeep of websites and preparing of regular eblasts;
- Assisting with the preparation of IT documentation regarding system configurations and technical processes;
- Assisting with the maintenance, operation and updating of databases;
- Providing staff training related to support requests as needed;
- Working knowledge of social media platforms (Facebook, Twitter, etc);
- Work with CUPE communications staff to support their communications work;
- Responding to support requests and questions in a reasonable timeframe;
- Diagnosing and/or clarifying and/or resolving technology issues;
- Seeking appropriate guidance for more complex matters from the IT Specialist;
- Assisting with the maintenance of computer systems, and office copiers;
- Conducting setup of computers, printers, malfunctioning devices, audio-visual equipment and other information systems;
- Assisting and supporting the CUPE Ontario Technology Specialist;
- Responsible for keeping up to date on latest trends and solutions in technology-related matters;
- Ensuring conformity of the established procedures and guidelines;
- Ability to work with outside technicians in resolving and troubleshooting technical problems;
- Install, maintain and work with outside vendors to repair business electronic; equipment such as, photocopiers, computers and peripherals;
- Determine the nature, possible cause and location of service trouble;
- Initiate the dispatch of appropriate repair personnel;
- Requisition materials and supplies as needed;
- Ensure that technology supplies are labeled for easy access and area is clear of waste;
- Responsible for the tracking and monitoring all technology equipment;
- Resolve technology problems and recommend work measures to improve productivity;
- Consult user guides, technical manuals and other documents to research and implement solutions;
- Collect, organize and maintain a problem and solution log for use by other technical staff;
- Consult with staff to develop and document Website requirements;
- Create and optimize content for the Website using a variety of graphics, database, animation and other software;
- Other Related duties as assigned;

## Skills and Abilities:

- Must have solid hardware knowledge and strong technical abilities;
- Demonstrable project management skills;
- Superior organizational skills;
- Strength in prioritizing and goal setting, with the ability to handle multiple tasks simultaneously;
- Excellent communication skills;
- Bilingualism is an asset;

### Minimum Requirements:

- Solid working knowledge of the labour movement, applicable legislation and best practices within the sector;
- Strong computing skills including a strong knowledge of Microsoft Office; applications, Adobe suite desktop publishing, wordpress, mailchimp, website maintenance and flicker;
- Extensive knowledge of & experience with major social media platforms: Facebook, Twitter, Instagram, etc;
- Post-secondary degree/diploma in a related field or equivalent working and educational experience;
- Interest and ability in production of print and electronic materials;
- Ability to assist in the teaching /coaching of technology skills and strategies to CUPE leadership, staff and members;
- Above average oral and written communication skills in the English language;
- A valid Ontario driver's license would be an asset;
- Ability to work independently and exercise good judgment;

**Start date:** As soon as possible

**Weekly Salary:** Weekly \$1,386.00 per week.

Benefits, pension and conditions of employment are set out in the Collective Agreement between CUPE Ontario and COPE Local 343.

**Hours of Work:** The successful candidate must be available to work Monday through Friday. 9am – 4pm each day.

**Applications:** Persons interested should send their resume and cover letter in word or PDF. Applications will be accepted via e-mail with "Temporary Full-Time Technology Assistant" in the subject line to the attention of Meaghan Dixon, Operations Coordinator at [mdixon@cupe.on.ca](mailto:mdixon@cupe.on.ca) no later than October 21, 2016 at 4:00pm EST.

We thank all interested applicants; only short-listed candidates will be contacted.

CUPE Ontario welcomes the contributions that individuals from equality seeking communities bring to our organization and invites aboriginal people; people of colour; women; gays, lesbians, bisexuals, queer oriented people; transgender and transsexual persons; single parents; members of ethnic minorities; newcomers and/or refugees; people with disabilities; and people of all ages to apply. We encourage all applicants to describe the contributions and experiences they as individuals who identify as equality seekers would bring to CUPE Ontario in their cover letter.

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