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October 25, 2023

CUPE Ontario is seeking a Permanent Full Time Technology Assistant

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External applicants are invited to apply for the position by November 13, 2023, at 4pm.

CUPE Ontario's mission is to advance the lives of 280,000 members across the province, 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 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 looking for an individual with the skills, experience, and stamina to support the technology needs of the organization. CUPE Ontario is committed to building a strong and diverse organization that is reflective of the diversity our members and society at large. Applicants from all equity deserving communities are strongly encouraged to apply.

Position Description

The Technology Assistant is the first point of support on all of CUPE Ontario's technology support needs. The **Technology Assistant** is responsive and demonstrates considerable initiative and a drive to get things done. The **Technology Assistant** works as a part of a team with the Officers, Political Staff, and Administrative Staff.

This is a key position in a dynamic, fast paced, and politically responsive organization. This position has set hours of work.

Job Responsibilities

- Providing staff training related to support requests as needed;
- Diagnosing and/or clarifying and/or resolving technology issues;
- Resolve technology problems and recommend work measures to improve productivity;
- Daily maintenance and upkeep of websites and preparing of regular eblasts;
- Work with CUPE communications staff to support their communications work;
- Create and optimize content for the Website using a variety of graphics, database,

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President

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Yolanda McClean
Secretary-Treasurer

- animation and other software;
- Responding to support requests and questions in a reasonable timeframe;
- Assisting with the maintenance of computer systems, and office copiers;
- Ability to work with outside technicians in resolving and troubleshooting technical problems;
- Responsible for assisting, organizing and archiving of digital assets;
- Assisting with the maintenance, operation and updating of databases;
- Conducting setup of computers, printers, malfunctioning devices, audio-visual equipment and other information systems;
- Seeking appropriate guidance for more complex matters from the IT Specialist;
- Assisting with the preparation of IT documentation regarding system configurations and technical processes;
- Working knowledge of social media platforms (Facebook, Instagram, X (Twitter), etc.);
- Assisting and supporting the CUPE Ontario Technology Specialist;
- Ensuring conformity of the established procedures and guidelines;
- 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;
- Responsible for keeping up to date on latest trends and solutions in technology-related matters;
- Consult and create 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;
- 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:

- Strong computing skills including a strong knowledge of Microsoft Office; applications, Adobe suite desktop publishing, WordPress, Mass email technology, and website maintenance;;
- 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;
- Demonstrated experience with end user support;
- High level of competency in working in Excel and list management;
- Ability in the 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;
- Ability to maintain websites and preparing of regular eblasts;
- Ability to work independently and exercise good judgment;
- Administrative experience in Microsoft 365 would be a strong asset.
- Working knowledge of the labour movement, applicable legislation and best practices within the sector are a strong asset;
- A valid Ontario driver's license would be an asset;

Start date & Term of position: This position starts in November 2023. This is a permanent full time position.

Weekly Salary: Weekly \$ 1,656.92 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 – 5pm each day.

Applications: Persons interested should send their resume and cover letter in Word or PDF. Applications will be accepted via e-mail with “Permanent Full-Time Technology Assistant” in the subject line to the attention of Meaghan Dixon, Operations Coordinator at employment@cupe.on.ca no later than November 13, 2023 at 4:00pm EST.

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

CUPE Ontario welcomes the contributions that individuals from equity deserving communities bring and invites Indigenous people; black and racialized people; women; gay; lesbian; bisexual, and /or queer identified people; transgender and transsexual persons; single parents; newcomers and/or refugees; people with disabilities; and people of all ages to apply. We strongly encourage all applicants to describe in their cover letter the contributions and experiences they would bring to CUPE Ontario as individuals who identify as belonging to an equity deserving community. Those applicants that are CUPE members are also encouraged to identify this information in their cover letter.

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