

IT ADMINISTRATOR

STATUS	Regular Full-time Employee
REPORTING TO	Director, Projects & Technology
LOCATION	Ottawa, ON
START DATE	November 2018

SUMMARY

The Coaching Association of Canada (CAC) unites and inspires stakeholders to reach higher in the pursuit of excellence in leadership and coaching. Through its programs, the CAC empowers coaches with knowledge and skills, promotes ethics, fosters positive attitudes, builds competence, and increases the credibility and recognition of coaches.

The CAC is a key partner to 66 National Sport Organizations (NSOs), 13 provincial and territorial coaching representatives, and various multi-sport service organizations including Own the Podium, Special Olympics Canada, and the Canadian Centre for Ethics in Sport. As an employee of the CAC, you will benefit from working with the best and brightest of the Canadian sport system on a daily basis. As an employer, the CAC values the same qualities and development of its employees, as it does of Canada's coaches.

As a key member of the Projects and Technology Team, the IT Administrator will be responsible for providing on-site day-to-day support for office users and administration of cloud services. Responsibilities for this hands-on position will include installation, maintenance, and upgrading of hardware/software systems. Problem-solving skills and people service skills are essential. The IT Administrator will work collaboratively to support organizational activities that contribute to the overall goals, objectives, and initiatives of the CAC, and provide accessible technology to CAC staff and partners.

DUTIES & RESPONSIBILITIES

- Technical support
 - Provide technical support and assistance to users located in the office or at remote locations;
 - Resolve a variety of technical support issues related to workstations, peripheral devices, and smart phones;
 - Setup, monitor, and support users in Office 365 and other CAC cloud software tools;
 - Install, monitor, upgrade and maintain Microsoft workstation operating systems and software
 - Apply problem-solving skills to troubleshoot and resolve technical incidents and problems;
- Client interface
 - Gather internal user requirements, prepare proposals on user enhancements
 - Collaborate with Education Partnership Consultants to gather partner requirements

- System performance
 - Ensure timely and reliable system administration procedures;
- IT governance
 - Maintain documentation of all systems being administered;
 - Participate in development and refinement of operational processes and procedures supporting CAC's organizational IT strategy;
- Other duties as required.

EDUCATION AND/OR EXPERIENCE

An equivalent combination of the following education and experience will be considered:

- University/College education in Computer Science or a related field;
- Minimum two (2) years' experience installing, monitoring, upgrading, and maintaining Microsoft operating systems;
- Proven experience in IT support;
- Administration experience in Microsoft Exchange and SharePoint;
- Experience working with local, provincial, or national sport organizations an asset;
- Excellent communication skills, both oral and written are a must;
- Bilingualism (English, French) an asset.

SKILLS & ATTRIBUTES

- Knowledge of the principles, practices, techniques, and best practices related to IT support;
- Familiarity with ITIL;
- Detail-oriented with good organizational and documentation skills;
- Possess strong communication skills with an ability to establish credibility and trust quickly;
- Proven problem-solving skills and ability to be creative and flexible in bringing forth solutions;
- Ability to meet timelines and manage multiple priorities;
- Self-motivated with strong attention to detail;
- Demonstrated passion for sport or physical activity considered an asset.

APPLICATION DETAILS

The CAC is committed to creating an inclusive and diverse work environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, record of offences, age, marital status, family status or disability. Salary based on previous experience and education.

Please send your resume, cover letter with salary expectations, and a portfolio of your work by **November 2, 2018** to hr@coach.ca.

All responses are appreciated, however, only those selected for an interview will receive a reply.