

EMPLOYMENT OPPORTUNITY

Technical & Data Support Coordinator

Full-Time – 1 Year Contract

Team 211 is expanding! We're looking for people who care about their community and are passionate about connecting people to the help that they need, when they need it.

THE OPPORTUNITY:

The Technical & Data Support Coordinator supports the agency's mission to *create connections and solutions to build strong communities* through the advancement of search portals and data to illuminate community trends and advance stakeholder decision-making and investment.

This is a fast-paced and outcomes-oriented position that requires initiative and creativity to improve our information management/data systems and frame data for strong community and funder reporting.

WHO ARE WE?

At Findhelp | 211 Central, we connect individuals and families with information and referral to the complete range of government, health, community and social services in their communities and help them navigate the complexities of the human services system, quickly and easily. Motivated by our mission to *create connections and solutions to build strong communities*, we're constantly innovating to keep up with the changing needs of our communities and to ensure that everyone has access to the support they are seeking.

Findhelp | 211 Central recognizes that systemic racism exists and that certain groups of people experience disproportionate barriers to economic, employment and health opportunities which may be amplified due to intersectional personal identities. We are committed to improving accessibility to human and social services through ongoing and new initiatives, partnerships and approaches.

We're proud of our people and culture and we're constantly changing and innovating to do better! Our workplace is focused on balance, equity, engagement and a healthy environment. We pride ourselves on being an employer of choice and we do the work to make that happen. You'll be engaged and supported to learn and grow your career and you'll make a difference in people's lives across Canada.

RESPONSIBILITIES:

Portal Platform Support

- Support the creation and implementation of user-friendly and customizable search portals (topic, location, audience) to support access to data that meets user requirements using custom 211 WordPress plugin or other tools, as needed
- Provide customer service and technical support to portal users (portal set up and ongoing content maintenance)

- Enhance data portals to evolve usability and meet new needs and provide back end portal support (e.g. user consultation, working with vendors to report bugs and suggest/implement new features, train new users)
- Provide basic graphic design support including CSS, imagery and content formatting

Data Access Facilitation

- Respond to and fulfill data requests and provide support to ensure accurate use of data
- Collect, curate and communicate data for reporting and to inform strategic decision-making across multiple platforms (business intelligence and other insight requests, website performance and analytics, mapping and communications support)
- Onboard new data/API partners

Reporting & Communications Support

- Provide support to managers to include data in presentations, trainings and communications
- Communicate, collaborate and recommend solutions across teams and systems to ensure current data collection processes are as effective and efficient as possible
- Support the advancement of demographic data collection strategies
- Support report writing and the creation of narrative data summaries
- Gather data from a variety of internal (e.g. information systems) and external (e.g. Statistics Canada) sources to support analysis and recommendations at the senior leadership and Board levels
- Other duties as required

REQUIRED SKILLS & EXPERIENCE:

SKILLS

- Demonstrated ability to use WordPress including editing content, adding/updating plugins, backups and all related maintenance tasks
- Demonstrated ability to customize website design with CSS/HTML/PHP - working with Wordpress themes/code
- Demonstrated ability to work with Google Data Studio/PowerBI to set up reports, monitor performance, and report on recommendations
- Strong customer service focus including professionalism, communication and problem solving for technical issues and to support those with limited technical knowledge
- Strong written and oral communication
- Ability to work under tight deadlines and manage competing priorities and projects from start to finish
- Strong attention to detail for accurate and quality service
- Familiarity with non-profit social and human services sector

EXPERIENCE

- 2-5 years of experience providing customer and technical user support
- B.A., B.SC., Computer Science degree/diploma other post-secondary, or equivalent experience
- AODA compliance experience an asset; Bilingual (French) an asset
- Strong preference for candidates with lived experience as a Black, Indigenous, or other racialized person, a person with disabilities, or an 2SLGBTQIA+ person who can acknowledge and speak to the impact of systemic racism and oppression

Think you meet the position requirements outlined above? We would love to hear from you!

SALARY & BENEFITS:

This Full-Time position consists of 35 hours a week.

Hourly rate: \$33.51 plus 18.25% in lieu of benefits, and participation in CUPE's Multi-Sector Pension Plan.

This position is part of CUPE Local 3173

HOW TO APPLY:

Deadline: Applications will be received and reviewed until **October 8, 2021** or until a suitable candidate is found.

Along with your resume, please provide a cover letter with a description in 500 words or less telling us a bit about yourself, what interests you about this opportunity and the assets that you would bring to this role. Applications can be submitted to: job@findhelp.ca

Findhelp | 211 Central believes in a workplace culture of inclusion that is welcoming, respectful, safe and empowering for all staff. It is critical to our success to eliminate barriers and promote the inclusion of equity groups. Equity groups have been, and continue to be, underrepresented and marginalized in the workforce, leadership roles, and in some specific occupations. Equity groups include but may not be limited to Indigenous persons, racialized people, gender diverse people, 2SLGBTQIA+ people and persons with disabilities.

If you require accommodation at any stage during the hiring process, please inform us. Accommodations are available on request for candidates taking part in all aspects of the selection process. Please send your request to HR at job@findhelp.ca.

We thank all applicants and will contact the individuals selected for an interview. No emails or phone calls please.