



Victoria Park Community Homes is a private non-profit housing corporation with a dedicated team of Board volunteers and staff committed to strengthening individuals, families, neighbourhoods and communities by providing stable quality affordable homes. We value a workplace environment in which employees take responsibility for their actions and performance; contribute to team efforts by offering help whenever it is needed; demonstrate integrity, respect and courtesy; and are committed to providing the highest quality of service.

## **We have an opening for a full-time, permanent MANAGER, IT**

### **POSITION OBJECTIVES**

The Manager, I.T. shall be the Primary-Point-of-Contact (PPOC) for all IT-related matters. The Manager, I.T. shall collaborate with all senior managers to provide I.T. services necessary for all staff to perform their functions.

### **CORE COMPETENCIES**

The incumbent will possess the following core competencies: Initiative; Leadership; Analytical Thinking; Common Sense and Good Judgement; Managing Time and Meeting Deadlines; and Effective Communication.

### **COMPENSATION**

**Starting Salary:** \$64,884 per year

**Benefits:** Group insurance plan (extended Health, Dental, Life, Long-Term Disability, Travel, Accidental Death and Dismemberment; Employee Assistance Plan); pension plan; Paid Time Off; 3 weeks' vacation to start; professional training and development opportunities.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

#### ***I.T. Software and Programs Budget***

- Responsible for overseeing the I.T. software and programs budget and recommending improvements/efficiencies
- Maintaining and monitoring I.T. software licenses.
- Maintaining and monitoring equipment warranties, life-cycles and service contracts.

#### ***I.T. General***

- Support home office and off-site locations with connectivity, computer, email, phones (including mobile), scanners, tablets, wireless VPN and printer issues.
- Provide basic IT support and troubleshooting to staff on an as-needed basis.
- Set up new users (employees) both in office and remote.
- Create/delete user accounts for Office 365.
- Maintain the highest degree of confidentiality and privacy for systems management and data security for internal and external clients.

- Develop in-depth knowledge of company's existing IT architecture/infrastructure and technology portfolio.
- To proactively assess and to escalate high priority incidents and risk issues in a timely manner.
- Liaise with suppliers and vendors on contracted maintenance of hardware and software.

### ***VPCH Website***

- Improve the design, traffic and content of the website to allow resident interaction, including submission of forms to Yardi software, compliance with AODA requirements, concerns and inquiries.
- Ensure content is up to date as needed.
- Evaluate important metrics that affect our website traffic, service quotas and target audience.

### ***Social Media***

- Monitor and manage social media platforms.
- Monitor social networks for potential threats or opportunities in user-generated content, and work with RPS team for additional social monitoring activities- both addressing negative feedback and identifying positive/surprise opportunities.
- Ensure Company social media policies and procedures are followed, especially when dealing with negative feedback.
- Respond appropriately to questions posed by the audience in a friendly and knowledgeable manner and in adherence to company social media policies.
- Use analysis tools to measure performance of digital platforms.

### ***Yardi Support***

- Responsible for new property setup and testing new procedures.
- Responsible for Yardi projects, including upgrades, new modules and conversions.
- Create Yardi Spreadsheet Link (YSL) reports.
- Maximize use of Yardi software capabilities.
- Develop, implement and monitor training programs within the organization.
- Keep abreast of Yardi technical developments that are of operational importance to the company.

### ***Leadership Role***

- Participate in projects to streamline, add or modify internal processes and policies.
- Participate in end user system compliance and testing, creation and maintenance of system policies, procedures and controls.
- Provide leadership in evaluation of current applicable software and hardware for ongoing maintenance of service levels, planning and projecting for future service needs.
- Provide quarterly reports required for the Board of Directors.

### **EDUCATION AND EXPERIENCE**

- Must have a recognized post-secondary degree in I.T., Computer Science or 1-3 years' experience in I.T. support.
- Configuration experience with Yardi Voyager 7

- Experience with MS Office and Adobe suites of software.
- Hands-on experience with digital analytics platforms (Google Analytics) and campaign reporting.
- Proven ability to manage multiple priorities.
- Recent experience in the non-for-profit sector and/or affordable housing industry is a strong asset.

#### **SPECIAL REQUIREMENTS**

- Be bondable and be prepared to execute a *Bondability Affidavit*.
- Successful candidate will be subject to a satisfactory Police Check at their expense.
- This position is open only to those legally entitled to work for any employer in Canada.

#### **WORK ENVIRONMENT**

- Challenges are diverse and complex requiring a significant degree of independent judgment. Decisions and/or actions have considerable impact on the organization. Errors can result in financial loss to the organization and/or some loss of reputation.
- Problem solving involves analyzing a situation, interpreting data, and revising work methods and techniques to be used.
- Regular hours of employment are 8:30 a.m. – 4:30 p.m. Monday to Friday.
- Be willing and available to work additional hours from time to time and/or to attend meetings scheduled outside of regular business hours.
- The position is based at the corporate head office; however, flexible arrangements are available. Occasional travel may be required.
- On-site parking is provided (taxable benefit).
- Considerable time may be spent in front of a computer monitor.
- Place of work is smoke free.

**Interested and qualified applicants can submit their resume with cover letter to [Recruiter@vpch.com](mailto:Recruiter@vpch.com)**

**by**

**Monday, January 9, 2023 at 4:00pm.**

*Victoria Park Community Homes will accommodate people with disabilities throughout the recruitment and selection process. Applicants are requested to make their needs known in advance if accommodation is required.*

*We appreciate the interest of all applicants in employment opportunities with Victoria Park Community Homes. Only those selected for an interview will be contacted.*

*No phone calls or placement agencies, thank you.*