



## IT Specialist, Toronto

Stratcom is an award winning, research, communications, fundraising and campaign firm, which helps nonprofits, advocacy groups, unions and progressive political candidates become more effective in their work. Stratcom seeks an experienced and organized IT Specialist with diversified IT skills in **Data Management** and **IT Support**. The position is based in our **Toronto Office** however we may also consider candidates in the **Vancouver area**.

The main responsibilities will include:

- Manage and set up call center campaigns, data work, scripting and data queries (20%)
- Handle data work in collaboration with all Stratcom departments, including data validation, aggregation, analysis and data administration (20%)
- Assist in IT project and data center support (15 %)
- IT support tasks including remote user supports and troubleshoots (30%)
- Update and troubleshoot internal web portal issues using PHP (5%)
- Coverage for IT staff absences (10%)
- Carry out other tasks assigned by IT Director.

The successful candidate will have the following qualifications:

- Degree or Technical Diploma in Computer Science or Computer Engineering, computer technology with a minimum 2 years' related experience
- **Must have** advance knowledge and experience related to IT support, including VPN, MS Exchange, Remote Desktop, TCP/IP, DNS, DHCP
- **Must have** thorough knowledge in SQL including writing complex queries , understanding data structure, security and query optimization, be familiar with SQL store procedures, triggers and functions
- **Must have** advance knowledge in Excel and its functions, and be able to use combination of Excel and SQL to process complex large size data, including data validation, aggregation, analysis, reporting and classification
- **Must have** good knowledge and experience in computer hardware, network router and switches, understanding data center operations and supporting servers in data center.
- Must be comfortable to support staffs over the phone or via remote control apps. Working Experience in call center support or similar environment is an asset
- Knowledge of Linux, Apache, Sendmail, IPtables, Asterisk/FreePBX, Active Directory.
- Knowledge of virtualization technologies such as VMWare and Hyper-V
- Knowledge of MS Remote Desktop Service farm is an asset
- Knowledge of network routing and routed protocols, Cisco certification is an asset.
- Good oral and written communications skills, and be able to communicate with non-technical staff
- Good time management, organizational and multi-tasking skills.

- A self-starter with excellent problem-solving skills with can-do attitude
- Ability to work late or early shifts to support staff in different time zones, occasional week-end work may be required
- Ability to work independently and under pressure in a fast-paced environment.

This is a full-time 6-month contract position with the possibility of extension or becoming an on-going position.

We are committed to workforce diversity and actively recruit people with diverse backgrounds, experiences and perspectives, which reflect the community in which we live and work. Stratcom has an accommodation process in place. Applicants requiring accommodation because of a disability or medical need are asked to make their needs known in advance.

The closing date for applications is May 22, 2021. To applies, please send your cover letter and resume to [itjobs@stratcom.ca](mailto:itjobs@stratcom.ca). We thank all interested applicants, but only those selected for interview will be contacted.