



**GILLIAN'S  
PLACE**

## **JOB POSTING**

### **Contract: Operations and IT Assistant**

**Union Classification:** Non-Union  
**Number of Hours:** Full time – 35 hours per week  
**Location:** Virtual/Office (Gillian's Place St. Catharines & Beamsville)  
**Posting Closes:** June 23, 2022 at 4:30 pm  
**Start Date:** TBD

**Note:** Gillian's Place requires all new hires to be fully vaccinated (two doses) against COVID-19 or valid medical exemption.

### **GILLIAN'S PLACE**

As one of the first shelters of its kind in Ontario, Gillian's Place brings over 40 years of experience and expertise in gender-based violence service in Niagara. Since 1977, we have grown from an eight-bed emergency shelter to a multi-site provider of free and confidential services that support women, children, genderqueer, Two-Spirit, trans, and non-binary individuals escaping the cycle of violence and abuse. Today, these services include a 34-bed emergency shelter, second-stage housing, a 24/7 phone or text crisis support line, safety planning, expert counselling, child and youth programs, legal advice and support, education and violence prevention programs, and a transitional housing and support program.

### **BEYOND THE PAYCHEQUE. WHY YOU WANT TO JOIN OUR TEAM...**

- We are an organization where you can realize your aspirations and achieve your personal and professional goals in an inclusive and supportive environment
- We are a dynamic and talented team who collectively provide practical compassionate client-centered care to those who have experienced gendered abuse
- We invest in our team through training, professional development opportunities, and wellness initiatives
- We are committed to inclusion, diversity, equity, and access

### **POSITION & DEPARTMENT OVERVIEW**

Reporting to the Manager of Strategy & Operations, the Operations & IT Assistant will play an instrumental role in the day-to-day operation of the organization's facilities, information technology and security, and related projects. As with all employees of Gillian's Place, the Operations & IT Assistant has a strong understanding of gendered violence and a commitment to providing superior service to our clients.

## RESPONSIBILITIES

- Provide confidential administrative support
- Assisting with client technology programs, including the Chromebook loan and prepaid phone programs
- Assisting with the administration of software and systems, including but not limited to active directory, Office 365, and telephone system
- Coordinating IT equipment, including equipment sign-outs and organizing inventory
- Liaising with the IT Managed Services Provider (MSP) to ensure issues are dealt with in a timely manner
- Troubleshooting IT issues, working with MSP as appropriate
- Assisting with Office 365, including data migration and organization
- Delivering training to users related to information technology
- Assisting with the maintenance of policies and procedures manuals
- Assisting with maintenance and vendor coordination as required
- Assisting with special projects as assigned
- Other duties as assigned

## QUALIFICATIONS & EXPERIENCE

- University degree/diploma or currently enrolled in a post-secondary program.
- Excellent written and verbal communication skills.
- Ability to think critically and problem-solve
- Highly organized and a reliable self-starter, with the ability to handle several tasks simultaneously.
- Ability to work effectively as part of a team and individually.
- A commitment to diversity, equity, and inclusion.

Gillian's Place is an equal opportunity employer. Any applicant who communicates the need for accommodation shall be considered in a manner that is non-discriminatory and respectful.

Gillian's Place encourages people of colour, Indigenous folks, newcomers, immigrants, sexually- and gender-diverse folks, people of all abilities, and members of other underrepresented communities to apply.

[Join us as we work to end gender-based violence in Niagara](#)

Let us know why you would be an excellent team member by applying to [humanresources@gilliansplace.com](mailto:humanresources@gilliansplace.com)

Please be advised we only contact applicants who are selected for an interview

