



Giving Hope Today

Employment Opportunity

The Salvation Army Community Services (Calgary)

Intermediate Information Systems Coordinator

Location: Calgary – Downtown

Position Type: Regular Full-time

For more than 130 years, The Salvation Army has had the privilege of serving vulnerable people in communities across Canada. Last year, we helped over 1.7 million people. The Salvation Army not only provides the necessities of life such as food, clothing and shelter, but our programs address needs such as addictions, language barriers, loneliness, unemployment and family challenges. Our services continually adapt to meet emerging needs.

At work in more than 400 communities across the country, The Salvation Army has grown to become one of Canada's largest non-governmental providers of social services. An organization that has people at the core of its mission, they have taken unprecedented measures during COVID-19—altered their programs and service delivery—to ensure that those who rely on them for help stay healthy and safe.

Mission and Core Values

The Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.

Our values underpin all that we do:

Hope: We give hope through the power of the gospel of Jesus Christ.

Service: We reach out to support others without discrimination.

Dignity: We respect and value each other, recognizing everyone's worth.

Stewardship: We responsibly manage the resources entrusted to us.

Position Summary

This intermediate level Information Systems Coordinator is responsible to provide support to all Information Technology and Systems operations including network security and telecommunications and security systems for Community Services (Calgary) in conjunction with an external IT Consultant. The incumbent is responsible to ensure all technology operations are in accordance with The Salvation Army policies and accreditation standards.

Hours/Schedule

This position is Regular Full-Time 40 hours per week – Monday to Friday 8:00 a.m. to 4:30 p.m.

Key Responsibilities

- Manage network equipment and services, according to The Salvation Army policies, to ensure required performance levels are achieved
- Ensure optimal network security
- Provide and maintain secure remote access ability to the network
- Ensure optimal WI-FI performance, network and web server availability

- Ensure that all IT systems and devices are secure from hackers and addresses any vulnerabilities
- Inspect and identify program technology needs and provide recommendations; coordinate necessary purchases and installations
- Diagnose and resolve issues for all hardware, software and application programs, including email, according to program specifications
- Provide staff support with electronic devices and maintain inventory of all computer and related equipment and their locations
- Ensure compliance of computer usage policies
- Ensure all software licenses are current and accurate
- Ensure that regular backups of data are performed and regularly tests the backups to ensure they are working; stores backups off-site; ensures all data can be recovered in the event of a disaster
- Provide support for website and platforms
- Maintain security camera systems including ensuring full operation of security cameras and digital video recorder and troubleshoot issues
- Maintain building access card readers and intercom systems, evaluate and correct problems and perform security system audits
- Program access cards as needed
- Other duties as required or assigned

Required Education and Competencies

- Certificate from a recognized college or technical school and A+ Certification
- Completion of a two year diploma in computer science, engineering or other relevant field
- Minimum 3 years' experience in relevant field
- Proven experience in managing computer systems including hardware and software
- Knowledgeable about telecommunications and security equipment/systems
- Demonstrated ability to troubleshoot issues and repair issues
- Knowledgeable about common operating systems
- Proficient in Microsoft 365 Suite to be able to support staff with issues; advanced proficiency in MS Access.
- Attention to detail, problem solving and analytical skills
- Able to proactively recognize potential risks and issues, respond with solutions and engage with others in implementing changes
- Strong sense of integrity and confidentiality with professional ethics
- Organizational skills to keep track of various tasks/requests/projects and be able to prioritize them efficiently
- Able to lift, move and install equipment, regularly lifting up to 20 pounds and at times lifting up to 50 pounds
- Desire to support the Mission and Core Values of The Salvation Army

Successful candidates, prior to hiring, may be required to provide:

- Background check consent.
- A satisfactory Police Information Check (PIC) with Vulnerable Sector search
- Child Intervention Check
- A proof of successful completion of our online Armatus Abuse Training, and required Health and Safety training.

In support of our commitment to a healthy and safe workplace and community, The Salvation Army (TSA) has a vaccination requirement for all employees in Canada. The successful candidate will be made an offer of employment on the condition of being fully vaccinated against COVID-19 and will be required to provide proof of full vaccination, prior to their employment start date. The requirement to be fully vaccinated is subject to provincial/territorial human rights legislation. If the candidate is unable to vaccinate for a reason protected by the Human Rights Code, a request for accommodation can be submitted and written proof satisfactory to TSA will be required.

If this sounds like the ideal role for you, here are more reasons why you should apply:

- A career that working for an internationally recognized organization where you can make a difference.
- Competitive salary
- Comprehensive benefits package
- Group RRSP contributions with no matching required
- Training opportunities
- On-site parking

Are you passionate about working for an organization that makes a difference?

Take the next step and apply so we can continue the conversation about you joining The Salvation Army, where we value a diverse work force and make a difference.

Please apply by sending a resume to: hrresumes@salvationarmycalgary.org and in the email subject line please include the Competition # **ADMIN102421.**

In accordance with The Salvation Army policy and legislated requirements, employment is conditional upon the verification of credentials and completion of a background check.

The Salvation Army will accommodate candidates as required under applicable Human Rights Legislation. If you require a disability related accommodation during this process, please inform us of your requirements.



Imagine Canada believes that charities and non-profits have a responsibility to be innovative, transparent, accountable, ethical and well-governed.