



POSTING

Job Title: Senior Information Systems Support Specialist
Salary Range: \$54,912.00- \$73,797.14
Hiring Range: \$54,912.00 –\$61,803.94
Status: Regular Full Time
Start Date: ASAP
Job Location: Mothercraft-College – 646 St. Clair Ave. W.

Since 1931 Mothercraft has been a leader in supporting healthy child development, working with our many community partners to meet the changing needs of families. We are committed to excellence, continually testing new concepts and ideas related to healthy child development. We are known for our ability to translate these critical research learnings into everything we do – from our high quality child care and enrichment programs, to our services for children and families with special needs, and specialized training programs for child care providers and other professionals. Mothercraft values diversity and strives to create an environment that is welcoming and inclusive.

Program Description:

The Children and Youth Services Information System (CYSIS) is an online client information system database used by community agencies to track and report on service delivery and business intelligence. CYSIS using agencies receive support from Mothercraft in the application and management of CYSIS. Mothercraft ensures that the system is fully operational and responds to agency requests regarding functionality of the system.

Position Description:

The Senior Information Systems Support Specialist will provide timely and responsive remote technical support to CYSIS users; Support the delivery of on-site technical support to CYSIS users as required; Work collaboratively with CYSIS agency contacts in developing joint plans for system customization and report building. He/she will advise community agencies on use of the CYSIS tool and appropriate application within their operations; Support marketing and expansion of CYSIS in the child and youth service sectors; Assist new agencies as they transition onto the system including transition planning, data migration, staff training and ongoing user support. He/she will support system development activities according to an annual work plan and work with various partners to support data management priorities and third party services. French is an asset

Qualifications:

The successful candidate will have a University degree in a related field. A post-secondary education in computer studies, social studies, or related subject and/or combination. He/she will have **three (3) years** of relevant work experience preferably in the non-for profit sector, including **2 to 3 years** of **customer service** experience. Experience with **SQL server analysis services (SSAS) tabular data model using DAX**, and **data warehouse updating using Pentaho Data Integration** is a requirement. He/she must have **excellent communication and customer service skills**. The successful candidates ought to be proficient with Microsoft Office (Outlook, Word, Excel, and Power Point) as well as Power BI software. He/she must demonstrate experience in database development and data collection. Knowledge of child development sector is an asset.

Qualified individuals are invited to submit their application by **November 9 2018**. Applicants **must** quote the following in the subject line: **“Senior Information Systems Support Specialist”**.

HR Department
FAX: 416-920-8883
EMAIL: careers@mothercraft.org

We thank all applicants for their interest. Only short listed candidates will be contacted.
As part of our ongoing commitment to the Accessibility for Ontarians with Disabilities Act, Mothercraft will provide assistance to applicants who request accommodation throughout the recruitment process.