

**INTERNAL & EXTERNAL JOB POSTING**

**IT Support Specialist  
(Short-term contract to end June 2027)**

ISANS is seeking a full-time **IT Support Specialist** to ensure the reliability, security and efficiency of ISANS' IT infrastructure. This role is responsible for delivering responsive technical support to staff, managing and maintaining hardware, software and network systems along with contributing to the enhancement of cybersecurity protocols. Through proactive problem solving, system optimization, and user education, the IT Support Specialist helps drive operational continuity and supports ISANS broader digital transformation strategies. Reporting to the Manager, Digital Transformation & Technology Support, this position will be responsible for:

**Duties and responsibilities:**

**Desktop and User Support**

- Provide frontline technical support for hardware, software, and network-related issues
- Configure and deploy IT equipment including computers, printers, and peripherals
- Respond to support tickets in a timely and professional manner, ensuring documentation of resolutions
- Assist with software installations, upgrades, and configuration across devices
- Troubleshoot and resolve technical problems affecting end-user productivity
- Maintain and repair desktops, laptops, printers, and other IT assets
- Collaborate with Procurement for IT asset acquisition and inventory tracking

**Network and System Monitoring**

- Monitor system health and security logs to ensure stable and secure operation
- Diagnose and resolve connectivity issues related to LAN, WAN, and wireless networks
- Support maintenance and configuration tasks related to servers, firewalls, VPNs, and backup systems
- Participate in internal system audits and contribute to IT asset and security assessments

**Documentation and Reporting**

- Maintain accurate documentation for support procedures, system setups, and configurations
- Contribute to documentation of IT security policies, technical standards, and workflows
- Prepare reports on support activity, technical incidents, and system performance

**Security and Compliance**

- Monitor, report, and respond to security incidents according to organizational protocols
- Install and maintain antivirus software, endpoint protection, and encryption tools
- Support enforcement of secure access control and user authentication policies
- Conduct onboarding sessions and awareness training for staff on IT security best practices (e.g., phishing, passwords)
- Assist with vulnerability patching and system updates to mitigate risks
- Contribute to business continuity, disaster recovery, and security incident response plans
- Recommend improvements to systems, configurations, and procedures to strengthen security

**General responsibilities:**

- Contribute to seamless team operations by promptly responding to emails and providing necessary information
- Stay updated on internal communications via email, Connect, Teams and other channels
- Adhere to ISANS values, workplace policies, and procedures
- Participate fully in regular staff meetings, team meetings, training and development sessions, and ISANS events
- Perform additional duties as required

**The ideal candidate for this position will have the following:**

**KSOA (Knowledge, Skills, Abilities and Other Characteristics:**

**Technical Knowledge and Skills**

- Proficient in diagnosing and resolving hardware, software, and networking issues
- Familiarity with Microsoft 365 tools (Exchange Online, Teams, Intune, SharePoint)
- Understanding of network topologies, security systems, firewalls, and VPNs
- Comfortable using scripting tools (e.g., PowerShell) for basic automation
- Knowledge of collaboration and conferencing platforms (Zoom, Teams)
- Awareness of IT security concepts and best practices

**Soft Skills and Abilities**

- Strong problem-solving abilities and a detail-oriented mindset
- Excellent verbal and written communication; able to explain technical topics to non-technical users
- Ability to prioritize and manage multiple tasks effectively in a dynamic environment
- Self-motivated, adaptable, and proactive in keeping up with technology trends
- Strong organizational and time management skills
- Effective team player with the ability to work independently when required
- Additional language skills are considered an asset

**Education and Experience:**

- Bachelor’s degree in Computer Science, Information Technology, or a related field, or equivalent combination of education and experience
- Minimum of 2 years of experience in an IT support, systems administration, or help desk environment
- Hands-on experience with computer hardware repair and troubleshooting
- Experience supporting enterprise operating systems (Windows/Linux) and software environments
- Familiarity with Active Directory, Microsoft 365, and networking concepts (TCP/IP, DNS, DHCP)
- Exposure to virtualization (Hyper-V/VMware), databases (SQL/MySQL), and backup systems
- Experience working in cross-cultural or nonprofit environments is an asset

**ISANS Core Competencies**

**Cultural Competency; Equity, Diversity & Inclusion**

- Embracing the value that different perspectives and cultures bring to an organization

**Collaboration**

- Working collaboratively with others across the organization to achieve shared objectives

**Continuous Learning**

- Continually seeking new knowledge and skills, as well as developing existing capabilities

**Innovative Thinking**

- Introducing new ways of looking at problems and developing useful ideas that are new, better, or unique

**Accountability**

- Holding self and others responsible and accountable to being transparent and principled in our approach and to meeting commitments

**Respect**

- Actively encouraging an environment of fairness, honesty and integrity for all

**Terms of Employment:**

- Short-term contract to June 30, 2027
- Full-time, 35 hours per week
- Mostly in-person work

**Commencement Date:** ASAP

**Closing Date:** Thursday July 16, 2026– 4 p.m.

**To apply:** Please e-mail your resume and cover letter merged into one document to [careers@isans.ca](mailto:careers@isans.ca), stating the title of the position you are applying for in the subject line.

ISANS is dedicated to inclusiveness, equity, and accessibility. We are seeking talented individuals to join our

team and welcome applications from all diverse groups. We encourage applicants to self-identify in their cover letter and request any accommodation required to support them during the recruitment process.

Only those eligible to work in Canada will be considered for this position.

**We wish to thank all applicants for their interest and effort in applying for this position.  
However, only candidates selected for interviews will be contacted.**