



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Links Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:  
Toll Free Phone: (866) 225-9067  
Toll Free Fax: (877) 825-7564  
L9 P23 R4074 HWY 596 - Box 109  
Keewatin, ON P0X 1C0

# Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/04/24

## Communications and IT Support Associate

<b>Job ID</b>	<b>9E-19-C0-83-03-A1</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=9E-19-C0-83-03-A1">https://careers.indigenous.link/viewjob?jobname=9E-19-C0-83-03-A1</a>	
<b>Company</b>	Indigenous Diabetes Health Circle (IDHC)	
<b>Location</b>	Thorold, Ontario	
<b>Date Posted</b>	From: 2022-05-06	To: 2022-06-03
<b>Job</b>	Type: Fixed-term	Category: Information Technology
<b>Job Start Date</b>	As soon as possible	
<b>Languages</b>	English	

### Description

6-Month Part-Time (20 hours per week) Contract (with possibility of extension)

IDHC has a virtual work environment with a Head Office in Thorold. The successful candidate may work anywhere in Ontario providing they are able to attending occasional in-person meetings in Thorold.

#### Position Summary:

The Communications and IT Support Associate works with the Director of Operations to support communications and IT functions. The position requires handling a wide range of communication, marketing, administrative, and executive support related tasks. In addition, this role supports the IT portfolio by providing equipment onboarding and troubleshooting as well as maintaining the equipment inventory.

#### Key Responsibilities:

##### Communications

- Help implement multi-platform social media strategy that drives engagement. For example, Hubspot CRM, Hootsuite, Facebook, YouTube, Twitter, Instagram and LinkedIn.
- Maintain communications database in Hubspot.
- Assist with managing IDHC's website, including posting content as requested.
- Support the development of new technical applications, such as websites and virtual communities.
- Assist with curating IDHC's visual collateral, including photos, videos, and logos.
- Assist the Operations Director with development and promotional event activities.
- Provide administrative support to the full team, including entering data in Hubspot, preparing mailings, filing, organizing and communicating professionally with stakeholders at all levels.
- Assist with events, including helping in the creation of community-building and fundraising capacity and supporting logistics for all events.
- Assist the Operations Director in other projects and tasks.
- Act as liaison with contractors/suppliers to ensure project deliverables are met;
- Maintain and upgrade professional skills.
- Ensure that the IDHC's public communications are correct, professional and follows the IDHC branding style and AODA guidelines.
- Adheres to professionalism in representing the organization at all times.
- Attend meetings and events concerning communications and partnerships as needed.

##### Information Technology

- Provide CRM Training, as needed, to all IDHC staff.
- Support CRM implementation, creation of forms, creation of reports, data collection and reporting initiatives.
- Conduct monthly CRM email campaigns.
- Curate CRM database (uploads, scrubbing, and duplicate management).
- Install and configure computer hardware operating systems and applications as appropriate.
- Monitor and maintain computer systems and networks, including maintaining an inventory of equipment.
- Troubleshoot minor computer issues through a series of actions, either face-to-face or over the phone, to resolve issues.
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults (or referring problems to outside contractors).
- Maintain detailed Excel spreadsheet of all IDHC technology inventory, detailing model numbers, passwords, user names, contracts and employee user and more.
- Support the roll-out of new applications as appropriate.
- Set up new users' accounts and profiles and deal with password issues.

### Education Requirements

#### Education and Experience

- College diploma in communications or marketing, or equivalent experience
- Minimum of two years' experience working as a communications professional for a non-profit or government agency, or related professional experience
- Hubspot Certification an asset

### Essential Skills

#### Knowledge, Skills and Abilities

- Excellent organizational and time management skills, including the ability to juggle multiple tasks and respond rapidly to new events and competing

priorities

- Demonstrated ability to understand and present technical information to nontechnical audiences, and a passion to bridge the gap between research/complex information and the general public
- Creative problem-solver with an eye for design
- Familiar with content management systems (i.e. WordPress) as well as Client Relationship Management databases (i.e. Hubspot)
- Strong writing and copyediting skills
- Ability to communicate clearly and effectively
- Sensitivity to cultural differences and understanding of political and ethical issues
- Detail oriented, self-motivated and comfortable working in a small, collaborative team environment
- Advanced knowledge in all MS Office Applications (Word, Excel, PowerPoint, and Outlook) as well as Hubspot, Hootsuite, YouTube, Facebook, Twitter, Instagram and LinkedIn
- Knowledge of, or background in, Indigenous communities, culture, organizations, Indigenous health, and diabetes is an asset
- Clear CPIC with vulnerable sector screening required
- The IDHC Vaccination Policy requires all employees to be fully vaccinated against COVID-19. Valid exemptions pursuant to the Ontario Human Rights Code will be assessed on a case-by-case basis.

**How to Apply**

Please submit your cover letter, resume and three references via email by 12:00 pm June 3, 2022 to: [communications@idhc.life](mailto:communications@idhc.life). The full job description is available on the IDHC website.