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MZ 85 – 81 Garry Street, Winnipeg, MB R3C 4H4



Job Title: IT Specialist (Part-Time – 12 hours/week)  
Location: MZ85 - 81 Garry Street, Winnipeg, Manitoba  
Reports To: Program Manager  
Salary Rate: \$25/hour  
Employment Type: Part-Time ( 1 Year Fixed-Term)

**Deadline:** August 29 , 2025

### **Job Overview:**

The IT Specialist will provide critical technical support for the Youth Employment and Skills Strategy (YESS) Program, ensuring smooth operation of digital systems that empower Black and equity-deserving youth in their employment journeys. This role focuses on maintaining secure, accessible, and user-friendly technology for program staff and participants, with an emphasis on bridging the digital divide for youth facing systemic barriers.

The IT Specialist will manage databases, troubleshoot issues, and develop tools that align with the program's goals of inclusion, accessibility, and data security. This position is key to enabling virtual training, remote participation, and efficient tracking of youth progress toward meaningful employment.

### **Key Responsibilities:**

#### **1. Digital Infrastructure & Systems Management**

- Maintain and optimize program databases (e.g., participant records, employment outcomes, and feedback tracking).
- Ensure reliable operation of hardware, software, and cloud-based tools used by staff and youth.
- Provide technical support for virtual workshops, online training platforms, and hybrid (in-person/remote) events.

#### **2. User Support & Troubleshooting**

- Serve as the first point of contact for IT-related issues faced by staff, mentors, and youth participants.
- Assist youth with limited tech literacy in navigating program tools (e.g., job portals, e-learning modules).
- Support remote/rural participants with solutions for low-bandwidth or device limitations.

### 3. Accessibility & Equity-Focused Tech Solutions

- Collaborate with the program team to design and adapt digital tools for diverse learners (e.g., intuitive interfaces, multilingual options).
- Ensure compliance with accessibility standards e.g. Web Content Accessibility Guidelines (WCAG) for youth with disabilities.
- Recommend low-cost or free tech resources to reduce barriers for marginalized youth.

### 4. Data Security & Privacy Compliance

- Implement cybersecurity best practices to protect sensitive participant data.
- Ensure compliance with Personal Information Protection and Electronic Documents Act. (PIPEDA), ESDC requirements, and organizational privacy policies.
- Train staff and youth on safe online practices (e.g., secure logins, phishing awareness).

### 5. Innovation & Continuous Improvement

- Research and propose new technologies to enhance program delivery (e.g., AI-driven career tools, mobile apps).
- Gather feedback from youth and staff to improve digital experiences.
- Document IT processes for sustainability and future scaling.

### **Qualifications & Competencies:**

#### Essential:

- 2+ years of IT support experience, preferably in non-profits, education, or social services.
- Proficiency in:
  - Database management (e.g., Excel, Airtable, Salesforce).
  - Troubleshooting hardware/software (Windows, macOS, basic networking).
  - Collaboration tools (e.g., Zoom, Microsoft Teams, Google Workspace).
- Awareness of equity challenges in tech access (e.g., racialized, low-income, or rural youth).
- Strong problem-solving and communication skills to assist non-technical users.

#### Preferred:

- Certifications in IT support, cybersecurity, or relevant software.
- Experience with accessible design (e.g., screen readers, captioning tools).
- Knowledge of Black and Indigenous community resources in Manitoba.
- Bilingual in English and French (asset for official language minority support).

**Work Environment:**

- Hybrid role: Primarily on-site at Winnipeg office (81 Garry Street) with remote support options.
- Flexible hours to accommodate program events or urgent IT needs.
- Occasional travel to local partner sites for tech setup/training.

**How to Apply:**

Submit a resume and cover letter to The Director [corporate@panafricanlegacy.org](mailto:corporate@panafricanlegacy.org) with the subject line "YESS IT Specialist Application."

***We prioritize applications from Black communities, persons with disabilities, and other equity-deserving groups.***