The Centre
Canadian Centre to
End Human Trafficking.

1-833-993-7867
hr@ccteht.ca
www.ccteht.ca

CAREER OPPORTUNITY

IT AND DATA COORDINATOR

EMPLOYER:

Canadian Centre to End Human Trafficking

EMPLOYMENT TYPE:

Full-time / Permanent Monday–Friday

JOB LOCATION:

Remote, must be eligible to work and live in Canada

REPORTS TO:

Director of Research and Data

SALARY:

$55,000—$65,000, plus benefit package

START DATE:

Early 2025

ABOUT THE CENTRE

Founded in 2016, the Canadian Centre to End Human Trafficking (the Centre) is a national charity dedicated to ending all forms of human trafficking in Canada. To achieve this, the Centre mobilizes system change by collaborating with diverse partners, including survivor leaders, governments, private sector businesses, front-line service providers, police, and community advocates to advance best practices and eliminate duplicate efforts across Canada. We do this through education and awareness, policy development and advocacy, research and data collection, and knowledge transfer and convening.

On May 29, 2019, the Centre launched the Canadian Human Trafficking Hotline, providing a confidential and multilingual service operating 24/7 to connect victims and survivors across Canada with social services and law enforcement if they so choose. As the operator of the hotline, the Centre has a unique perspective on Canada's existing anti-trafficking safety net and the needs of those most impacted by this crime.

THE ROLE

Reporting to the Director of Research and Data, the IT and Data Coordinator will play a vital role to ensuring continuous operation of the Canadian Human Trafficking Hotline, as well as systems security, infrastructure support and quality assurance for all of the Centre's projects. The successful candidate will work closely with the IT Manager to provide technical and non-technical support to the Centre's staff in areas including IT support, technical assistance and user training. This role is critical to ensuring that continuous operation of the Canadian Human Trafficking Hotline, as well as systems security, infrastructure support and quality assurance for all of the Centre's projects. The IT and Data Coordinator will also support any other department that might need technical expertise, technical project management and implementation of new products and projects.

The IT and Data Coordinator will also support the Research, Policy and IT Team improve its data management and reporting processes. Working closely with the Data Manager, this role will be responsible for extracting, transforming, analyzing, and reporting data that is collected from the Canadian Human Trafficking Hotline.

KEY RESPONSIBILITIES

IT Support (75%)

- Support the IT Manager to provide onsite support to end-user computing, peripherals and software applications
- Sharing after hours on-call support with IT Manager
- Monitor ticketing system, triage and resolve/assign tickets as necessary
- Install, configure and troubleshoot computer and related equipment and software applications
- Conduct research into new products, including functionality and interoperability with existing applications
- Training of users on products, procedures, processes serviced by the IT department
- Document or update IT procedures, and create support knowledge-base articles, as required
- Perform asset management activities for all IT equipment and software
- Support onboarding of new staff and offboarding of departing staff

- Maintain and update the internal Intranet, as required
- Perform other routine tasks, as required by the IT Manager

Data Analysis (25%)

- Support the processes to extract, clean and curate data from the Canadian Human Trafficking Hotline for reporting and internal evaluation purposes
- Support the Data Manager, as required, to enhance The Centre's approach towards managing data for reporting and evaluation purposes
- Support the maintenance of The Centre's data retention, destruction, storage and sharing policies
- Contribute to the development and adoption of new technology systems to improve efficiency and accuracy in data management systems
- Pull and organize data for government funders and internal analysis
- Train new and current staff on the data software and best practices for data input
- Support and lead other department priorities, as required
- Other duties, as required

EXPERIENCE & EDUCATION

- At least three years of experience providing IT support in a professional environment, with demonstrated experience in data management, collection and analysis
- Knowledge and experience with remote desktop technology
- Experience using industry standard ticking software and practices
- Must have a post-secondary diploma or university degree or equivalent combination of education and experience in Information Technology
- Proficient knowledge of Microsoft products and Windows server systems such as Exchange, Office 365, Active Directory, Azure AD, Group Policy, File Share, OneDrive and SharePoint Online knowledge and experience
- Strong experience in the Microsoft product suite including Windows 10 and Microsoft Office
- Demonstrated experience in data collection, analysis and reporting processes, including working with sensitive information

ASSETS

- Experience working with database languages such as SQL, R, or Python
- Knowledge of computer hardware, peripherals and networking concepts such as DNS, DHCP, SSLVPN, SQL servers, Web servers, etc.
- Knowledge of cloud data warehousing platforms, such as Azure Synapse Analytics, Panopaly.io, etc.
- Experience working with Salesforce or other CRM systems

- Experience with data visualization software
- Experience developing surveys and other qualitative data collection tools
- Demonstrated experience with handling large data sets
- Ability to communicate (verbally and written) in French

PERSONAL ATTRIBUTES

- Strong analytical and problem-solving skills including conducting root cause analysis, critical thinking and attention to detail and quality
- Excellent interpersonal and communication skills
- High customer service orientation and the capability to manage and prioritize customer expectations
- Critical, analytical, and strategic thinker on complex issues
- Strong analytical skills with the ability to extract, organize, analyze and report on large amounts of information with attention to detail and accuracy
- Strong written and verbal communication skills
- Ability to work with sensitive and difficult information while maintaining strict confidentiality
- Ability to build and maintain relationships based on mutual respect, trust, appropriate sensitivity and transparency, empathy, and compassion.

ADDITIONAL INFORMATION

The salary range for this position is between $55,000 to $65,000 with a generous benefits package, including 4-weeks of vacation, a highly competitive health insurance and RRSP program.

While the Canadian Centre to End Human Trafficking's office is located in Toronto, the successful applicant will have the flexibility to work from home on a full-time and permanent basis.

WHY WORK WITH US

- **Impactful work:** We are a mission-driven team that is passionate about creating social change to end all forms of human trafficking in Canada.
- **Inclusive and supportive culture:** We celebrate and value diversity and embrace the value that unique perspectives, talents and experiences bring to our work. When asked how they would describe the Centre, the top three answers from our team are: supportive, collaborative, and open.
- **Opportunities for growth:** We are committed to supporting the professional development of our team. We ensure an annual professional development budget so that our team has opportunities to learn and grow at The Centre.
- **Great benefits:** We have a competitive benefit package available to our team and their dependents that prioritizes well-being and work-life balance.

- **Employer matching pension program:** We match up to four percent of pension contributions for all full-time staff.
- **Paid time off:** We offer four weeks of vacation and ten paid sick days per year, with policies that provide flexibility for extenuating life circumstances.
- **Remote working environment:** We are a 100% remote workplace. Our team members are all provided with the equipment they need to succeed in their roles, and we offer a $300/year stipend to support a safe and functional home office environment.
- **Flexibility:** Our team can live and work from anywhere in Canada and can work outside of Canada for up to three months with prior approval. Staff that aren't required to do shift work are eligible for year-round flextime, as well as seasonal flextime between June-August so that team members can take up to an additional five Fridays off during the summer months.

HOW TO APPLY

We thank all candidates in advance. We will, however, contact only those selected for an interview. To apply, please submit, in confidence, a resumé along with cover letter that sets out your interest in the role and highlights your relevant experience to **researchpolicydirector@ccteht.ca** no later than **December 20, 2024 at 5:00 p.m. PST**.

Applicants must be eligible to work and reside in Canada. Only candidates selected for an interview will be contacted.

We welcome applications from individuals from systematically excluded communities, including persons with lived experience of human trafficking, women, racialized persons, Indigenous Peoples, members of the 2SLGBTQIA+ community, and persons with disabilities.

The Centre adheres to the Ontario Human Rights Code in all recruitment practices. Please let us know if you require accommodation to participate in the recruitment process.

For more information about the Centre, please visit our website at **www.canadiancentretoendhumantrafficking.ca**