



VOLUNTEER POSITION: IT SUPPORT VOLUNTEER

PRIMARY LOCATION: Suite 255, 40 Orchard View Blvd., Toronto (Yonge & Eglinton)

Skylark Children, Youth & Families is a leading Toronto-based charity dedicated to children, young people and their families struggling with complex mental health and developmental needs.

Skylark welcomes committed volunteers who support the valuable work we do. Through the gift of their time and talents, volunteers directly influence the quality of support our staff are able provide to our clients.

The following volunteer opportunity is available immediately. This is a great opportunity to meet new people and raise community awareness, while gaining some personal insights and skills.

Position Description

The IT Support Volunteer will document and label IT assets as well as provide assistance with day-to-day end user requests for all Skylark locations. Additionally, the volunteer may be asked to assist with creating reports and building documentation.

Primary Responsibilities

- Document and label IT assets
- Visit Skylark locations within Toronto to assist with end user issues which cannot be resolved using remote access tools

Relevant Skills and Experiences

- Experience with Windows 7 and 10
- Proficient with Microsoft Office suite
- Verbal and written communication skills; ability to provide explanation and/or direction to non-IT staff
- Analytical and problem-solving skills

Orientation and Training

- I.T. orientation will be provided
- Introduction to AD, O365 and other IT technologies

Required Commitment/Length (shift, frequency, duration)

- Commitment to 15 hours per week during 9 AM to 5 PM workday. Days of week/time schedule is flexible but must be agreed in advance with IT Manager.

Other

- Based in our head office location at 40 Orchard View Blvd. however some travel to Skylark offices located within Toronto will be required (TTC fare will be provided)

Skylark Children, Youth & Families

Head Office:

40 Orchard View Blvd. Suite 255

Toronto, ON M4R 1B9

T 416 482 0081 | **F** 416 482 5055

skylarkyouth.org

Downtown Office:

65 Wellesley St. E, Suite 500

Toronto, ON M4Y 1G7

T 416 395 0660 | **F** 416 395 0666



- Satisfactory clearance under the Criminal Reference Check process.

Benefit to Volunteer

- You will gain experience working with technologies such as AD, O365 while directly influencing the quality of support our staff are able provide to our clients.

TO APPLY

Interested applicants are invited to submit both their cover letter and resume in PDF or Microsoft word format to volunteer@skylarkyouth.org

Skylark is strongly committed to a workforce that reflects the diversity of the populations we serve. We encourage applications from all qualified individuals including applicants from all cultures, racialized communities, abilities, diverse sexual and gender identities and others who may contribute to the further diversification of ideas. We are committed to a selection process and work environment that is inclusive and barrier free.

We ask applicants to make any accommodation requests for the interview or selection process known in advance by contacting the Human Resources Department at (416) 482-0081 ext.277. Human Resources will work together with the volunteer committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.

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