



Title: Technical Support Specialist – Information Technology (IT)

Location: Essex County, Ontario, Canada

Job Type: Full Time, Temporary

Job Overview:

The Technical Support Specialist at Connecting Windsor-Essex (CWE) will play a vital role in supporting the IT infrastructure of key CWE stakeholders and assisting them with technology-related needs. This position provides hands-on experience in IT systems, troubleshooting, and digital transformation initiatives. The participant will gain practical, hands-on experience in IT management and troubleshooting at a fast-paced non-profit organization, preparing them for future opportunities in the field of information technology and digital transformation. This position fosters growth in a dynamic and supportive environment, where the participant will directly contribute to enhancing the technological capabilities of a key CWE stakeholder partner, and the broader Windsor-Essex region.

Through this role, the participant will develop key technical and professional skills, including: adaptability - learning to manage and overcome technical challenges, adapt to new tools and systems, and respond effectively to the evolving IT needs of the organization; collaboration - working closely with team members and stakeholders to deliver IT solutions, sharing knowledge, and supporting collective goals; communication - strengthening the ability to explain technical concepts to non-technical users, provide clear

troubleshooting guidance, and document processes effectively; creativity and Innovation – exploring new methods for problem-solving and implementing innovative solutions to improve IT efficiency and user experience; digital skills – gaining proficiency in advanced IT tools, server management, software installation, and troubleshooting techniques; problem-solving – analyzing and addressing complex technical issues, monitoring outcomes, and identifying opportunities for process improvement; technical skills – building expertise in IT infrastructure, including device configuration, system updates, server tasks, and managing specialized technologies ; reading and writing – developing technical documentation and user guides, interpreting system logs, and ensuring clarity in written communications.

Key Responsibilities:

- **Prepare and configure new PCs and devices:** Ensure devices are ready for distribution, including hardware setup, software installation, and operating system updates.
- **Perform routine maintenance and troubleshooting:** Identify and troubleshoot issues in PCs, laptops, and other IT equipment, ensuring optimal performance and user accessibility.
- **Provide technical support for end-users:** Diagnose and resolve issues related to hardware, software, printers, and other peripherals.
- **Assist with server-related tasks:** Perform basic configuration, monitoring, and maintenance to support organizational IT systems.
- **Work with sector-specific and specialized tools:** Use software and technology, such as self-check machines and print management software, to enhance service delivery.
- **Support the deployment and integration of AI tools:** Support the ethical and secure integration of AI tools into existing workflows through tool evaluation, monitoring, documentation and staff training and education.

- **Create and maintain IT documentation:** Support ongoing technical operations and improve troubleshooting efficiency.
- **Support software updates and installations:** Ensure compliance with organizational policies and security protocols.
- **Collaborate with the IT team:** Work with existing IT staff to identify areas for system improvements and contribute to ongoing projects aimed at enhancing connectivity and digital infrastructure.
- **Provide training for staff on IT tools and processes:** Ensure effective use of technology across the organization.
- **Monitor and respond to help desk requests:** Maintain a high level of customer service and resolving issues promptly.
- **Participate in IT projects involving innovative technologies:** Ensure seamless integration and functionality for stakeholders.

Skills:

- **Adaptability:** Learn to manage and overcome technical challenges, adapt to new tools and systems, and respond effectively to the evolving IT needs of the organization.
- **Collaboration:** Work closely with team members and stakeholders to deliver IT solutions, sharing knowledge, and supporting collective goals.
- **Communication:** Demonstrate the ability to explain technical concepts to non-technical users, provide clear troubleshooting guidance, and document processes effectively.
- **Creativity and Innovation:** Explore new methods for problem-solving and implementing innovative solutions to improve IT efficiency and user experience.
- **Digital Skills:** Gain proficiency in advanced IT tools, server management, software installation, and troubleshooting techniques.
- **Problem-Solving:** Analyze and address complex technical issues, monitoring outcomes, and identifying opportunities for process improvement.

- **Technical Skills:** Build expertise in IT infrastructure, including device configuration, system updates, server tasks, and managing specialized technologies.
- **Reading and Writing:** Develop technical documentation and user guides, interpreting system logs, and ensuring clarity in written communications.

What We Offer:

- Hourly wage of \$17.60
- Mentoring and leadership through an on-site supervisor
- Regular constructive feedback and career development support within a dynamic environment
- Networking opportunities with leaders to foster further career opportunities
- Opportunities to influence impactful projects in the digital and innovation sectors
- Flexible work arrangements

How to Apply:

Applications must include your full name, phone number, email address and a professional resume. Submissions may optionally include a cover letter and/or a link to professional social media profiles like LinkedIn.

Documents must be submitted by May 1st, 2026. Please send your application directly to operations@cw-e.ca before the due date in order to be considered.