<u>Career Opportunity (posted DATE, July 2025)</u>
Technology Support Specialist, Full-time permanent (virtual)
Hours: 12-8pm EDT

About JA Canada

JA Canada is the national office for Junior Achievement (JA) in Canada and a member of JA Worldwide. JA Canada has been providing financial literacy, workplace readiness and entrepreneurship programs in partnership with the Canadian education system since 1955. Designed to inspire, prepare and help youth succeed, JA delivers over 445,000 learning experiences annually to youth across Canada via a network of 14 offices from coast to coast.

JA Canada is committed to reimagining and revitalizing learning resources through leveraging new technologies and exploring alternative delivery models. The JA Campus, launched in 2020, has more than 100 eLearning and facilitated program experiences for teachers and students in grades 3-12. If you're looking to join a progressive, impactful learning organization JA Canada might be the place for you!

About the Role

We are seeking a highly motivated individual to join our non-profit education organization as a Technology Support Specialist. At JA Canada we are committed to excellence and that includes ensuring our technology systems are stable, secure and optimized for business, and our support is at a standard that contributes to positive user experiences. As JA Canada advances its technology operations we are growing our technology support team. This is a full-time role working directly with our internal and external users that reports to our Senior Director, Technology and Logistics.

The Technology Support Specialist is responsible for providing frontline assistance and support to JA staff, volunteers, educators, and our supporters. The specialist will also work closely to support JA managed offices and staff in Ottawa, Saskatchewan and the North. This role involves triaging support requests and issues, promptly responding to tickets and ensuring timely resolution to achieve user satisfaction. Additionally, the specialist will handle basic technical tasks such as password resets and should have knowledge of Moodle and Salesforce. Knowledge of Okta, WordPress and other open-source technologies are deemed an asset but not required.

This is a full-time position with hours from noon to 8pm Eastern Time, Monday to Friday, to accommodate various time zones across Canada.

A summary of work includes, but is not limited to, the following

User Support & Ticket Management

- Serve as frontline support for incoming tickets and inquiries related to JA Campus (Moodle) and the National CRM (Salesforce).
- Triage and prioritize tickets based on urgency and user impact, escalating complex issues to internal teams as needed.
- Document, track, and manage ticket responses and communications, ensuring timely and effective resolution in collaboration with team members.
- Provide training and support to JA managed territory offices and staff on using Salesforce and JA Campus.
- Educate users on platform features, best practices, and capabilities to maximize their effectiveness.
- Generate reports and assist users in navigating system functionalities.

System Administration & Technical Tasks

- Execute basic technical tasks such as password resets and user access management.
- Maintain up-to-date knowledge of Salesforce, Moodle, and Okta platforms.
- Assist with administrative tasks related to project management and deliverables.
- Identify and recommend improvements to support processes, documentation, and system functionality.
- Contribute to the development and maintenance of a knowledge base, including FAQs, troubleshooting guides, and best practices for Salesforce and related technologies.

Service Excellence & Stakeholder Engagement

- Uphold high standards of professionalism, responsiveness, and service quality.
- Adhere to service level agreements (SLAs) for response and resolution times.
- Foster positive relationships with internal and external stakeholders through consistent and exceptional support.

Requirements

- Proven experience in a technical support role.
- Strong communication and interpersonal skills.
- Problem solving skills: ability to analyze complex issues, identify root causes, and develop effective solutions in a fast-paced environment.
- Exceptional verbal and written communication skills, with the ability to articulate technical concepts clearly and concisely to individuals with varying degrees of technical capacity.
- Demonstrated commitment to providing outstanding customer service and support, with a customer-centric mindset and a passion for helping others succeed.

- Flexibility and adaptability to quickly learn new technologies, tools, and processes, and to adapt to changing priorities and business needs.
- Meticulous attention to detail and accuracy in documenting stakeholder interactions, troubleshooting steps, and resolutions in Salesforce.
- Training and change management experience would be an asset.
- Familiarity with Salesforce, Moodle, WordPress and other open-source technologies.
- Availability to work full-time hours from noon to 8 pm Eastern Time, Monday to Friday.
- Certification or proficiency with Salesforce, Moodle, or Okta would be an asset.
- Proficiency in French would be an asset.

Application Process

To apply for the position of Technology Support Specialist, please submit your resume, a cover letter outlining your relevant experience, and any supporting documents or qualifications to careers@jacanada.org with "Technology Support Specialist" as the subject. Please note direct LinkedIn applications will not be considered. Candidates are encouraged to apply as soon possible. The posting will remain active until a candidate is selected.

JA Canada is committed to an inclusive, diverse, equitable and accessible environment where differences are valued and respected in all areas of our business. We welcome and encourage applications from people of all backgrounds and abilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. JA Canada will not discriminate on the basis of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed (religion), sex (including pregnancy and gender identity), sexual orientation or identity, disability, age (18 and over), record of offenses for which a pardon has been granted, marital status (including same sex partners), family status (being in a parent-child relationship), or any other grounds prohibited by the Ontario Human Rights Code.