Shorefast

Who We Are

Shorefast was established to contribute to the economic and cultural resilience of Fogo Island, Newfoundland, creating a model for contemporary rural communities. Activities are focused at the intersection of business, art, community and nature.

Shorefast operates a social enterprise model where surpluses from business activity flow through the Charity and are reinvested in community programs. Entities under this unique corporate structure include (registered Canadian charity) Shorefast Foundation programming, which includes Fogo Island Arts, Environmental Stewardship, heritage restorations, and community engagement, alongside for-profit business ventures such as Fogo Island Inn, Fogo Island Workshops, and Fogo Island Fish.

The Opportunity

The **IT Support** will work closely with the Technical Services and Administration teams contributing technical knowledge to various business units and programs in support of existing and new projects. Collaborating with various working groups, the **IT Support** will perform a wide array of tasks ranging from IT and administrative support, troubleshooting and triage, researching problems, updating procedures, updating and auditing inventory records, and contributing to other projects as directed.

What You'll Do

- Manage on and offsite A/V requests. Deliver and set up equipment as needed and attend events and presentations as Technical Services support for the event.
- Provide onsite support in the field for the remote managed services team
- Coordinate monthly IT billing approval requests and accounts payable notifications
- Provide troubleshooting support and end-user training to staff for existing business-specific software
- Develop internal training materials to promote healthy digital habits

Qualifications you'll bring

- College program or University degree in Computer science, computer engineering, business administration or related field (preferred)
- One years' experience troubleshooting and resolving hardware, software and network connectivity issues in an end-user environment
- Strong troubleshooting and problem-solving abilities
- Solutions oriented with a customer focus and motivated by team success
- Strong listening, verbal, and written communications skills
- Be able to work in a team environment, while being self-motivated
- Solid understanding of office computer hardware, Windows operating system, and Microsoft Office software

What we offer

- An engaged, progressive, highly supportive, flexible, and collaborative work environment
- The opportunity to work in a thriving social entrepreneurship environment
- A commitment to recruiting, promoting, and training qualified individuals at all levels within the organization.
- Group Insurance Plan (including Health, Dental, Life & AD&D) and Employee Assistance Program
- Eligibility for discounts at Shorefast's community enterprises, and at select Canadian hotels

Apply:

Submit **cover letter and resume** to careers@shorefast.org, subject line "**IT Support**"

Deadline, **until filled.**

Questions about this position may be directed to: careers@shorefast.org

We are grateful for all applications but only those selected for an interview will be contacted.

www.shorefast.org | www.fogoislandinn.ca | www.fogoislandworkshops.ca | www.fogoislandfish.ca | www.fogoislandarts.ca