

Technical Support Officer

Apply now.

Hourly Rate: \$25 per hour

Hours of Work: Variable hours during the election period and the Register to Vote program

Are you tech-savvy and ready to make a difference in the upcoming election? Join us as a Technical Support Officer (TS) and be the go-to person for all things tech in the returning, training, and logistics offices. You'll be setting up and configuring network, computer, and phone systems for key staff, and ensuring everything runs smoothly.

What you'll be doing:

- Working with Elections Ontario's vendors to receive and install production centre equipment, and test all hardware and telephone systems in the returning, training, and logistics offices.
- Providing technical troubleshooting and support within these offices.
- Ensuring the timely and accurate production of management reports and Lists.
- Verifying that the data entered into the systems by the Resource Staff is complete and accurate.
- Establishing and following verification procedures and make necessary corrections.
- Working with candidates to provide list and map products, including the check-in and check-out process.
- Working closely with the Poll Technical Officer when supporting election equipment used at voting locations
- May be traveling to voting locations within the electoral district to resolve technical issues.
- Performing other duties as assigned by the Returning Officer or designate.

What We're Looking For:

- Previous work experience as a Technical Support Officer is a plus.
- Experience with computer applications like web browsers, Microsoft Word®, and Microsoft Excel®.
- Strong verbal and written communication, planning, technical troubleshooting, and keyboarding skills.
- Experience with networking (WAN, LAN, cellular), computer hardware, computer applications, web-based applications, laser printers, and multi-line telephone systems.
- Strong leadership, collaboration, organizational, and planning skills.
- Able to work for long stretches of time, especially during election days.
- Ability to stay composed under pressure.
- Ability to work in a fast-paced environment during an electoral event.
- Local election office experience is a plus.
- Must have a vehicle to travel to voting locations with spare equipment (e.g., ePoll Book cases) for troubleshooting and break/fix.
- Must be 18 years of age or older, eligible to work in Canada, a Canadian citizen, and a resident of Ontario, as per the *Election Act*.

Working Conditions:

Pre-election Period:

- Attend a 3-day mandatory in-person regional training session scheduled between February 24 - March 28, 2025, excluding the week of March break.
- Participate in the Register to Vote program in your electoral district from April 14-May 16, 2025, on a part-time basis to setup technical equipment (80-120 hours total)

Election Period:

- Full-time hours with overtime (40-50 hours per week) over 8 weeks.
- May work some hours to pack up tech equipment at the local election office.

Ready to take on this exciting challenge? Apply now and be a part of the electoral process!

