



**Key Details:**

**Job Title:** IT Support & Infrastructure Administrator

**Type:** Full-time, 35 hours per week

**Location:** 3701 Danforth Avenue, Scarborough, ON M1N 2G2. This is a fully on-site position. The successful candidate is required to work from the Variety office during regular business hours.

**Salary:** \$70,000 to \$80,000/year, based on experience and qualifications

**Deadline:** Submission of cover letter and resume are due no later than May 22<sup>nd</sup>, 2026.

**Reports to:** VP, Finance

**Vacancy:** This is a position to be filled.

**AI Disclosure:** Variety does not use artificial intelligence or automated tools to screen, assess, or make hiring decisions. All applications are reviewed by our hiring team.

Variety is committed to building an inclusive workplace that embraces diversity, values differences, and supports the full participation of all employees. We welcome applications from those who are passionate about contributing to a workplace culture where everyone feels valued and included. We welcome applications from racialized persons/persons of colour, Indigenous persons, persons with disabilities, 2S & LGBTQIA+ persons, and anyone who can add to the diversity of our team. We offer accommodations to applicants with disabilities throughout our hiring process, upon request. More information about Variety is available at [www.varietyonario.ca](http://www.varietyonario.ca)

We thank all candidates for their submission. Only shortlisted candidates will be contacted with further details regarding the next stage(s) in the interview process, which will include in-person interviews and a practical component.

**About Us:**

**VARIETY GROUP OF COMPANIES OVERVIEW**

There are three companies that make up the Variety Group of Companies (Variety):

- Variety - the Children's Charity (Ontario)
- Variety Village
- Variety Club of Ontario – Tent 28

Variety - the Children's Charity (Ontario) supports programming for children with a disability at Variety Village and throughout the province. Variety programming is inclusive and powered by

sport, transforming the lives of individuals and families, while creating more inclusive communities across Ontario.

Variety -the Children's Charity (Ontario) is funded through individual donors, corporate sponsorship, fundraising activities, federal and provincial governments, and foundations.

Variety - the Children's Charity (Ontario) is part of an international charity that has been in operation since 1928. The charity began in Pittsburgh and spread throughout the United States. The chapter in Ontario was the first chapter outside the United States and is now one of the 5 Variety Chapters in Canada. It was founded in 1945, and the original mission of the charity was to build a school for boys with a disability who could not receive an education in the mainstream school system. The school was called Variety Village.

Variety Village operated as a school until it became a centre of para-sport excellence.

Since the 1970s, Variety athletes and coaches have represented Canada at every summer Paralympic games. Currently, Variety Village is a 170,000 square foot facility and operates as a fitness centre for the general community as well as offering programs, training and camps for children of all ages and abilities.

Vision Statement:

“A Welcoming Community and World-Renowned Facility that Empowers All.”

Mission Statement:

“As a Charity, we embrace a people first philosophy, prioritizing inclusivity and support for all. Our Mission is to empower individuals to connect, thrive, and achieve their personal bests.”

Values:

Inclusivity: We host events, deliver programs, and create programs for all.

Respect: We foster a culture of mutual and equal respect.

Trust: We create a safe and trustworthy environment for active participation and are a trusted source of expertise.

Empowerment: We facilitate personal growth and development.

**The Opportunity:**

Reporting to the VP, Finance, the IT Support & Infrastructure Administrator serves as the organization's primary internal technology resource, providing hands-on end-user support while overseeing the day-to-day relationship with our Managed IT Services Provider (MSP). This role oversees the organization's full technology footprint, including computing systems, telephony, network printing, internet services, and payment infrastructure. The candidate serves as the critical link between staff and the MSP, ensuring service requests are handled efficiently, and takes ownership of vendor and contract management across all technology domains to ensure the organization receives full value from its technology investments.

The ideal candidate is a technically capable, service-oriented professional who can independently resolve common issues, communicate effectively with both non-technical colleagues and MSP engineers, manage vendor relationships and contractual obligations with confidence, and proactively identify opportunities to improve our technology environment.

## **Key Areas of Responsibility**

### **End-User Support**

- Serve as the first point of contact for all internal IT support requests and ensuring proper handling and escalation by the MSP.
- Provide hands-on and remote support for hardware, software, peripherals, and connectivity issues across all staff.
- Support end users on the operation of phones, network printers, and payment terminals as part of day-to-day assistance.
- Manage onboarding and offboarding of employees, including device setup, account provisioning, access management, and phone system configuration.
- Maintain an internal knowledge base and self-help resources to reduce repetitive support requests.

### **MSP Relationship & Contract Management**

- Act as the primary liaison between the organization and the MSP, coordinating service requests, project delivery, and escalations.
- Manage the MSP contract, maintaining a thorough understanding of scope, service inclusions, exclusions, and pricing structures.
- Monitor open tickets and service requests to ensure the MSP is meeting contractual SLAs and deliverables; document and escalate recurring performance issues.
- Participate in regular service review meetings with the MSP; prepare agenda items, track action items, and follow up on outstanding issues.
- Evaluate MSP recommendations and translate them into business terms for leadership review and approval.
- Lead MSP contract renewals and periodic market reviews, benchmarking service levels and pricing against alternatives and presenting findings to leadership.
- Ensure any changes to MSP scope or pricing are formally documented and reflected in updated contract terms.

### **Infrastructure Oversight**

- Maintain an accurate inventory of all hardware, software licenses, and subscriptions, including phones, cameras, printers, and payment terminals.
- Coordinate and oversee infrastructure projects (e.g., hardware refreshes, office moves, system migrations) in partnership with the MSP.
- Ensure business continuity and disaster recovery plans are documented, tested, and current.
- Monitor network performance, connectivity, and uptime, escalating issues to the MSP as appropriate.

- Oversee physical IT assets including servers, networking equipment, workstations, and all peripheral and specialty systems.
- Maintain a centralized contract register for all technology vendors, tracking key dates including renewal windows, notice periods, and expiry dates to ensure no agreements lapse unintentionally.

#### **Phone Systems, Security Cameras, Network Printers and Payment Terminals**

- Administer and maintain the organization's phone system, whether on-premises PBX or cloud-based VoIP platform.
- Oversee the operation and maintenance of the organization's physical security camera infrastructure.
- Manage the deployment, configuration, and maintenance of all networked printing devices.
- Coordinate with payment processing vendors and internal finance and operations teams to deploy, configure, and maintain payment terminals.
- Manage the vendor relationships and associated contracts for the above systems and devices, including service agreements, licensing, and support entitlements.
- Review vendor contracts at renewal, assess whether current service levels and pricing remain competitive, and make recommendations to leadership.
- Coordinate with the vendors and/or MSP for firmware updates, licensing changes, and issue resolution.
- Manage user access and ensure use aligns with organizational policy.
- Evaluate and recommend upgrades or changes to services as organizational needs evolve.

#### **Internet Service Providers**

- Serve as the primary point of contact with all ISPs, managing service accounts, billing, and support escalations.
- Manage ISP contracts, maintaining a clear record of term lengths, pricing, bandwidth commitments, SLAs, and notice periods required for cancellation or non-renewal.
- Monitor internet circuit performance and formally document outages and degraded service incidents for use in renewal negotiations or dispute resolution.
- Lead ISP contract renewals and periodic market reviews, soliciting competitive quotes where appropriate and presenting recommendations to leadership based on performance, cost, and redundancy requirements.
- Maintain documentation of all circuits, including connection types, speeds, static IPs, and failover configurations.

#### **Security & Compliance**

- Enforce IT policies and procedures, including acceptable use, password management, and data handling.
- Support the MSP in deploying and maintaining endpoint security tools and identity management platforms.
- Assist with user security awareness, including phishing simulations and training coordination.
- Ensure policies and procedures are compliant with applicable PCI DSS requirements.

- Ensure proper design, implementation, monitoring and documentation of ITGCs.
- Maintain documentation required for audits, certifications, or regulatory compliance as applicable.

### **Administration & Reporting**

- Maintain a comprehensive technology vendor and contract register, capturing all active agreements, renewal dates, notice periods, and total annual spend.
- Proactively flag upcoming contract renewals to leadership with sufficient lead time to allow for evaluation, renegotiation, or transition.
- Track and manage IT expenditures across all technology domains, identifying opportunities to reduce costs or eliminate redundant services.
- Document internal processes, system configurations, and standard operating procedures.
- Perform other duties as required to support departmental operations, initiatives, and organizational needs.

### **Education and Experience**

- Post-secondary education in Information Technology, Computer Science, or a related field, or equivalent combination of education and experience.
- 3–5 years of experience in an IT support or systems administration role.
- Experience working with or alongside a Managed Services Provider
- Strong working knowledge of Windows and/or macOS environments, Microsoft 365, and common business applications.
- Strong understanding of networking fundamentals (TCP/IP, DNS, DHCP, VPN, Wi-Fi).
- Experience with Active Directory or Azure AD / Entra ID, including user and group management.
- Experience supporting phone systems, network printers, or other physical technology infrastructure.

### **Assets**

- Experience administering VoIP or PBX phone systems.
- Knowledge with IP-based security camera systems and video management software.
- Experience coordinating with ISPs for circuit management, SLA enforcement, and contract negotiation.
- Knowledge of PCI DSS requirements related to payment terminal environments.
- Experience with cloud platforms (Microsoft Azure, AWS, or Google Cloud).
- Experience with system implementations and data migrations to modern ERP solutions and cloud based environments.
- Relevant certifications such as CompTIA A+, Network+, Security+, or Microsoft 365 Fundamentals

## **Key Competencies**

- Strong technical troubleshooting and problem-solving skills with the ability to diagnose and resolve issues across systems, networks, and end-user environments..
- Ability to communicate effectively with both technical and non-technical audiences, ensuring information is understood and actionable
- Strong organizational skills with the ability to manage multiple priorities.
- Demonstrated ability to work independently and take ownership of issues through to resolution.
- Experience managing vendor relationships and technology contracts, including holding external partners accountable, coordinating service delivery, and ensuring SLA compliance.
- Sound judgment in escalation and issue prioritization.
- Commitment to delivering responsive and customer-focused IT support.
- Ability to balance hands-on technical support with administrative and coordination responsibilities.
- Strong documentation practices with high attention to detail, ensuring accurate and consistent records of systems, processes, and support activities.

## **Working Conditions**

This role requires occasional after-hours availability for scheduled maintenance, urgent incidents, or project work.

## **How to Apply:**

Expressions of Interest should include a resume and cover letter addressed to Human Resources at [humanresources@varietyontario.ca](mailto:humanresources@varietyontario.ca)