



June 2026

JOB POSTING

1 Full-Time, One year contract position (37.5 hours/week)

Position: IT and Data Management Specialist

Reports to: Director of Operations

Location: Hybrid – Remote work & on location in Richmond Hill, and satellite locations on an as needed basis.

Organizational Alignment

This key position will support the following Strategic Goals:

- Sustainable Growth
- Operational Excellence
- Reconciliation Equity & Inclusion

Introduction to Krasman Centre

Incorporated in 1998, Krasman Centre is a community based mental health and addiction Consumer/Survivor Initiative serving York Region, north Toronto and South Simcoe County. All our staff and volunteers are individuals with direct lived experience, of mental health and/or substance use challenges and/or as family members/caregivers. We offer a wide range of peer-support based programs and services including:

- Peer Support Drop-In Centres
- 24/7 Warm Line and Peer Crisis Support Service
- Mobile Peer Support Outreach
- Family Support Program
- Peer Support training programs
- Peer Navigators embedded in hospital Emergency Departments
- Peer Supporters in Withdrawal Management Programs and RAAM clinics

More information about Krasman Centre can be found here: www.krasmancentre.com

Peer Support is a respectful relationship between the Peer Supporter and the individual that promotes empowerment, trust and mutuality and supports individuals to make changes and decisions to address their current level of distress and enhance their recovery and wellness. Peer Support uses recovery-oriented principles with individuals to help combat stigma, raise self-esteem, improve self-concept and instill hope.

Peer Supporters have direct lived experience with mental health / substance use challenges, have gone through a process of recovery and have obtained peer support related training to assist others with similar lived experiences. The Peer Supporter defines, models, and mentors recovery values, attitudes, beliefs, and personal actions in order to encourage wellness and resilience. Activities of peer support promote self-directed recovery by emphasizing the person, rather than the identified mental health, substance use/addiction challenge.

Position Description:

The IT & Data management specialist is responsible for overseeing the function, security, and distribution of Krasman Centre's digital data and equipment. The specialist will work closely with Krasman's contracted IT partners and maintain up-to-date knowledge of sector standards to ensure all internal data and record keeping are maintained and secure. The IT & Data specialist is also responsible for the tracking, distribution and maintenance of electronic equipment. Working with managers, committees and staff, the IT and Data Management Specialist will provide training on IT and Digital Data systems, problem solving, and ongoing improvements in data storage and IT performance.

Duties:

- Support program teams with data collection and analysis
- Agency lead for digital data systems (Eg. VitalHub-CaseWorks), training and maintenance
- Ensure data quality through validation, cleaning and providing education and guidance to staff
- Track and report on key program indicators and outcomes to support planning and decision-making
- Maintain and update content on agency website in collaboration with other staff.
- Maintain organized and secure systems for file storage, sharing and archiving
- Manage access permissions
- Regularly back-up data and maintain recovery procedures
- Provide day-to-day IT support, including troubleshooting, set-up and maintenance
- Keep a current inventory of equipment, software and user accounts
- Support implementation of new systems
- Offer staff training on technology use and digital tools
- Monitor and strengthen data and network security through regular updates and best practices

- Install and maintain firewalls, antivirus software and security patches
- Ensure compliance with privacy legislation and organizational policies
- Work with staff and leadership to identify technology and data improvements
- Promote digital literacy and help staff use technology with confidence
- Other duties as assigned

Qualifications

- Personal lived experience of mental health and/or substance use recovery
- Education or equivalent experience in information technology, data management or a related field
- Experience supporting data collection, analysis and reporting
- Strong technical skills in file management systems, service user-level data software systems
- Experience with configuring and using VitalHub / CaseWorks for service user level data collection, is a strong asset.
- Skills and experience with website updates and/or design using WordPress, is a strong asset.
- Working knowledge of data privacy and cybersecurity best practices
- Ability to troubleshoot common hardware and software issues and provide clear, supportive guidance
- Experience working with non-profit organizations, or community based mental health and substance use organizations is a strong asset
- Strong organizational and problem-solving skills with attention to detail and accuracy
- Comfort and experience with training and supporting others with varying levels of technical skills
- Ability to work collaboratively and respectfully in a team environment
- Commitment to R-EDIAR – actively champion and participate in initiatives focused on R-EDIAR

Peer Support Values:

- Hope and recovery – acknowledging the power of hope and the positive impact that comes from a recovery approach.
- Self-determination – believing that each person intrinsically knows which path towards recovery is most suitable for them and their needs, noting that it is the peer's choice whether to become involved in a peer support relationship.
- Empathetic and equal relationships – noting that the peer support relationship and all involved can benefit from the reciprocity and better understanding that comes from a similar lived experience.
- Dignity, respect and social inclusion – acknowledging the intrinsic worth of all individuals, whatever their background, preferences or situation.

- Integrity, authenticity and trust – noting that confidentiality, reliability and ethical behaviour are honoured in each and every interaction.
- Health and wellness – acknowledging all aspects of a healthy and full life.
- Lifelong learning and personal growth – acknowledging the value of learning, changing and developing new perspectives for all individuals

Occupational Health and Safety

All employees are responsible for carrying out work in a way that does not adversely affect their own health and safety and that of others. All employees are expected to learn, understand and adhere to health and safety policies and procedures.

Physical requirements of this job include but are not limited to sitting or standing, potentially for long periods of time, using technology (computer/ phone screens), occasional lifting/transporting of equipment (less than 50lbs).

Schedule/Working Conditions

- 5 days (37.5 hours) per week, with some evenings and weekends
- Full-time, contract position – one year, potential for renewal pending funding.
- Pay: \$46,800 – \$48,750
- Vacation and personal time off available in accordance with our employee manual
- Hybrid – Remote work & on location at 10121 Yonge St. Richmond Hill, ON (Location subject to change within Richmond Hill, ON)

HOW TO APPLY

Applicants should send a cover letter and resume outlining in detail how they meet the specific requirements for the position to the Hiring Team: info@krasmancentre.com

Please type: **Application Re: IT and Data Management Specialist** in the subject of the email.

While we sincerely appreciate all applications, only those candidates selected for an interview will be contacted.

Krasman Centre is a progressive work environment committed to employment equity and the promotion of diversity in the workplace. Those who contribute to the further diversification of the organization are encouraged to apply, including, but not limited to, members of Black, Indigenous, racialized, immigrant, 2-SLGBTQIA+ communities, and people with disabilities.

If you require assistance with the application process or wish to receive this posting in an alternate format, please contact us:

General email address: info@krasmancentre.com, Toll free phone #: 1-888-780-0724

Accommodations are available on request for candidates taking part in all aspects of the selection process as per the Ontario Human Rights Code.