

Position title: System Administrator (12-month part time contract)

Location: Toronto, Ontario

Status: Part time

Reports to: Centre Manager

Page | 1 of 2

About the company

Founded in 2016, Anova Fertility & Reproductive Health is the newest health centre exclusively focused on reproductive medicine and women's health and the first Next-Generation IVF lab in Canada. Anova Fertility and Reproductive Health is the leader in innovation, education and communication for high quality, humanized fertility and reproductive care. We are the international standard for successful reproductive health and fertility centres and committed to making the right to family accessible to everyone. We are known for our integrity, culture of support, effective process and holistic approach to patient care. By doing what we love, sharing what we learn and celebrating success, we encourage each other to achieve and grow, and we are role models for our community.

About the position

As the part time System Administrator, you will be the main point of contact for staff on all issues related to software and system training and functioning. The Administrator will be responsible for developing, monitoring and administering any inventory control systems and will work with the Company bookkeeper to approve and manage costs related to inventory. To thrive in this role, the incumbent is required to build and maintain collaborative relationships within Anova Fertility as various functions rely on each other's performance, and outside of Anova, as the Centre relies on outside service providers and suppliers. Crucially, you will share the founder's passion for being the international standard for successful reproductive health and fertility centres and for making the right to family accessible to everyone. This position reports to the Lead Strategy Officer.

Main Responsibilities

- Serve as point-of-contact for computer, printer, phone and scanner systems and other hardware for staff and vendors and arrange for repairs to equipment
- Monitor all software systems, email and other systems in use at Anova
- Troubleshoot equipment, software and hardware issues and assists users
- Identify, assess and informs supervisor of issues that may affect company
- Set up new staff members on email and systems
- Make changes to permissions, templates, lists and reports as needed
- Implement new software upon approval by management
- Reconcile and code accounts for invoices and input data into QuickBooks
- Review and update Maintenance Agreements and schedule maintenance
- Monitor wear and tear and coordinate facility maintenance with building authorities
- Monitor and orders supplies to maintain Anova facilities
- Ensure adequate data security and provide updates to supervisor
- Ensure that records are current, correct, complete, legible and traceable
- Maintain strict confidentiality and security of records and patient information

Qualifications and Requirements

- College Diploma in relevant field
- At least 3 years' experience providing IT support in office environment
- Strong knowledge of customer service principles and practices
- Strong knowledge of administrative practices and procedures, including billing
- Proficiency in computer applications and proper use of internet as research tool
- Ability to connect with people from all backgrounds and varying degrees of experience
- Track record of regular and punctual attendance and schedule adherence
- Track record of completing tasks under pressure

Personal Profile

- Passion for helping people and making difference in patients' lives
- Committed to keeping up-to-date on professional developments
- Focus on quality service and process improvement
- High degree of initiative and self-direction
- Conscientious, punctual and dependable
- Strong customer service orientation
- Creative and innovative mindset
- Intellectually curious



How to apply: if you are interested in joining a growing organization that is passionate about being the international standard for successful reproductive health and fertility centres, please send your resume and cover letter to careers@anovafertility.com.