



Vietnamese Women's Association of Toronto

o/a VWAT Family Services

Established 1982 – Charitable No. 86061 5848 RR0001

1756 St. Clair Avenue West, Toronto, ON M6N 1J3

JOB DESCRIPTION

JUNIOR DBA and IT Analyst

Reports to: Manager of Settlement & Employment Services

Job Summary: The Junior DBA and IT Analyst will provide database administration and information and technology (IT) support to VWAT Family Services. This role involves working closely with the VWAT team to manage and optimize the organization's database systems, troubleshoot IT issues, and enhance VWAT's overall IT infrastructure.

Duties and Responsibilities:

1. Maintain punctuality and inform the Manager of Settlement & Employment Services if running late or absent.
2. Assist in maintaining VWAT's website to ensure its functionality, accessibility, and performance. Develop responsive, user-friendly features using JavaScript, HTML, CSS, and PHP. Fix bugs and implementing enhancements to reduce load times, optimize performance, and improve site traffic through SEO strategies.
3. Install, configure, and maintain database management systems (DBMS) such as Oracle, SQL Server, MySQL, or Power BI.
4. Monitor and optimize database performance, including query tuning and indexing.
5. Troubleshoot and resolve database issues efficiently.
6. Collaborate with development teams to design and implement database structures for applications.
7. Automate routine database tasks using scripts and scheduled jobs.
8. Ensure database security, manage access control, and ensure compliance with industry standards.
9. Develop a Bulk Upload function to streamline data uploads from Excel files for the Immigration Contribution Agreement Reporting Environment (or iCARE), an online tool used by Immigration, Refugees and Citizenship Canada (IRCC) to manage data on settlement services for newcomers.
10. Provide IT support for colleagues and clients, troubleshooting software, hardware, and network issues.
11. Assist in compiling and preparing statistical reports as required by funders.
12. Support the coordination of organizational programs and events.
13. Other duties as assigned by senior staff or the Program Coordinator.



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Training and Development:

- Participate in ongoing self-directed learning and formal training to develop database administration, IT support, and web development skills.
- Stay updated with the latest technologies in database management, web development, and IT systems to enhance support capabilities.
- Engage in online workshops, tutorials, and courses to improve technical skills such as system troubleshooting, database performance optimization, and security protocols.
- Collaborate with other staff to understand their IT needs and provide support for their projects, improving organizational efficiency.

Qualifications and Competencies:

1. Post-secondary degree or diploma in IT, computer science, or related field.
2. Proficient in database management (Oracle, SQL, MySQL) and web development technologies (JavaScript, HTML, CSS, PHP).
3. Experience in IT support, troubleshooting hardware, software, and network issues.
4. Familiarity with database optimization, query tuning, and automation.
5. Experience with data analysis tools and techniques (e.g., Excel, Power BI, Google Analytics, SQL queries) to interpret and manage large data sets related to program outcomes, client demographics, and service delivery, supporting data-driven decision-making in a non-profit setting.
6. Knowledge of SEO best practices to enhance website visibility and optimize traffic.
7. Ability to work independently, manage tasks, and resolve technical issues with minimal supervision.
8. Strong problem-solving, organizational, and communication skills, with the ability to explain technical concepts to non-technical stakeholders.

Our organization is committed to employment equity and fostering an inclusive workplace. We encourage applications from Indigenous peoples and members of the 2SLGBTQI+ community.

Applicants must submit a cover letter explaining their reasons for applying to our association and demonstrating how their skills and experience align with the requested qualifications and competencies.



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Please send your cover letter and résumé to:

VWAT Family Services

1756 St Clair Ave W, Toronto, ON | M6N 1J3

Email: info@vwat.org; or ed@vwat.org

Application Deadline: March 31st, 2025 (midnight)

While we thank all candidates for their interest, only those selected for an interview will be contacted.

VWAT Family Services values: **WECAIRE**

Wholesome | Excellence | Care | Accountability | Inclusion | Respect | Equity