



Jewish
General
Hospital
Foundation

IT AND CRM DATABASE TECHNICIAN

ADVANCEMENTS IN HEALTHCARE ARE MADE HERE

Since 1969, the Jewish General Hospital Foundation has been a vital source of support for the JGH – among the top 3 hospitals in Quebec*—to enhance its extraordinary patient care, further scientific discovery, and transform healthcare delivery through innovation. We partner with inspired community members to implement a wide variety of fundraising initiatives to achieve these ambitious goals.

We are a vibrant team of professionals and an organization committed to empowering you to take on a pivotal role in this vital ecosystem. Together, we continue to enable awe-inspiring medical breakthroughs and drive the Jewish General Hospital forward—for the betterment of all Quebecers and beyond. Join us!

THE OPPORTUNITY

Reporting to the IT Director, Business Intelligence, the IT and Database Technician is primarily responsible for providing IT services and technical support, as well as responding to IT and CRM database technical problems, inquiries and issues reported by the Foundation staff users.

Working in collaboration with the CRM Database Manager, the ideal candidate will possess excellent planning skills and be a great team player with the ability to work independently and in a team environment. The Technician will be flexible and remain open to evolving responsibilities and expectations as our systems, and the teams we support, grow and evolves.

DUTIES AND RESPONSIBILITIES

Information Technology:

- Provide ongoing hardware support for computers, networking issues, printers, office phones, and other related peripherals
- Responsible for IT hardware and software installations according to security policies.
- Provide ongoing software support to the Foundation staff on-site and remotely (i.e. Microsoft Office suite, Microsoft Office 365, Microsoft Teams, Sharepoint, OneDrive, Adobe, Zoom, etc.)
- Troubleshoot technical issues with Digital donor recognitions installation including the JGH Digital Donor Wall and the server room
- Coordinating IT office moves with the Hospital IT Group (CSIT/Help Desk, infrastructure and telephony)
- Assist with new staff onboarding and training registrations on role-related Blackbaud CRM classes

- Act as a contact person with all database related issues with Blackbaud CRM
- Be a technical IT bridge with external IT providers (Blackbaud, GoDaddy, DNS Made easy, Lenovo, Dell, Amazon)
- Responsible for IT (hardware and software) procurements with third-party suppliers
- Act as the primary contact with all IT related problems with the Hospital IT group (CSIT/Help Desk, infrastructure and telephony)
- Maintain and triage incoming IT requests in a Sharepoint database
- Create and maintain an up-to-date IT Hardware / Software / Peripheral inventory in Sharepoint
- Provide backup to support the IT Director and the CRM Database Manager as required.

CRM Database

- Update and manage user security groups in the Blackbaud CRM database
- Generate and prepare mailing lists in a timely manner
- Support creation of letters, exports and custom reports in the CRM database.
- Assist in Quality control and data hygiene of the Foundation's databases:
 - Periodic Quality control of data entry
 - Periodic audits of duplicate records
 - Maintain accuracy of constituent contact information by performing audits and regular maintenance of data
 - Follow up consistently with the concerned parties to ensure data integrity (i.e. Promote accuracy and consistency)
- Develop and review policies and procedures to improve the integrity and use of the database.
- Assist in producing segmented lists for various email campaigns and various fundraising activities;
- Generate basic queries and reports to support fundraisers, and other Foundation department members in regards to their operational needs in the agreed timeline
- Provide additional back-up to colleagues as requested;
- Participate in special projects as needed

QUALIFICATIONS AND REQUIREMENTS

- DEC or DEP in Information Technology or equivalent
- At least 2 years of experience in the field
- Ability to work in both French and English (oral and written)
- Ability to take initiative and embrace challenges
- Strong communication skills and ability to work as part of a team
- Advanced knowledge of Outlook, Word, Excel, Teams, Zoom, Adobe, Sharepoint
- Knowledge of Raiser's Edge an asset
- Ability to understand and follow directions and complex policies and procedures
- Capacity to work independently and effectively with minimal supervision.



KEY INFORMATION

- Regular full-time position (35 hours / week)
- Competitive salary
- Group retirement plan with employer match
- Hybrid work environment
- For more information on how the JGH Foundation works wonders, consult our latest Annual Report.

DIVERSITY, EQUITY, INCLUSION AND BELONGING STATEMENT

The JGH Foundation is a proud equal-opportunity employer and we are committed to creating an inclusive workplace that allows all of our people to reach their full potential. A diverse team with a genuine passion for our cause is the key to our success and we believe in bringing your whole self to work. We welcome all qualified candidates to apply. However, only those applicants selected for an interview will be contacted.

HOW TO APPLY

Please send your CV and cover letter in confidence to celine.bastien@jgh.mcgill.ca. Only those selected for an interview will be contacted.

*For the fifth consecutive year, Newsweek magazine ranked the JGH among the world's best hospitals.

