Canadian Mental Health Association
Grey Bruce
Mental Health and Recovery Services

At the CMHA Grey Bruce we cultivate hope, resilience and community for those who live with, and are impacted by, mental illness and/or addiction. We are driven by our values of dignity, inclusivity, accountability and hope. We are currently recruiting for:

INFORMATION SERVICES COORDINATOR

PERMANENT FULL TIME
1 position available

JOB ID: 2026-53	**LOCATION: Owen Sound**
JOB TYPE: Non-Union	**DEADLINE TO APPLY: November 30, 2026**
This posting is for an existing vacancy	**X Internal & External**

The Information Services Coordinator provides application expertise and supports end users through troubleshooting, training, and issue resolution, maintains data quality, and assists with system enhancements and upgrades. The Coordinator also contributes to technology projects and works collaboratively with stakeholders to improve business processes and optimize the use of software applications across the organization.

KEY DUTIES - RESPONSIBILITIES

- Provide first and second-level support for business applications and systems including our Client Record Management (CRM) application, CRMS.
- Investigate, diagnose, and resolve application issues in a timely manner.
- Work with staff to gather requirements, understand business processes and recommend improvements.
- Perform application configuration, updating, testing, and deployment activities.
- Collaborate with application vendor to escalate and resolve complex issues.
- Support software upgrades, patches, and new application implementations.
- Manage user accounts, permissions, and security settings as required.
- Provide user training and support to promote effective use of applications.
- Develop and maintain training tools such as user manuals, knowledge base articles and education/training sessions
- Participate in information services education and support across the organization.
- Help ensure data quality by identifying and reporting inconsistencies.
- Participate in software testing and quality assurance for new features or upgrades.
- Assist in the coordination and implementation of IT-related projects (e.g., hardware upgrades, software rollouts).
- Ensure compliance with data privacy and cybersecurity policies.
- Work in collaboration with Organization Performance and Quality Improvement Team on projects, data improvements and other needs

Hours of work are 37.50 per week. The normal workday is 8 hours, including a 30-minute unpaid lunch break. Working in a busy office environment with frequent interruptions. Some evening and weekend work may be required.

What we offer you

- A competitive hourly wage ranging between $29.73 and $32.83 (5 step grid)
- Vacation of 4 weeks to start, 5 weeks at 5 years, 6 weeks at 10 years

- Paid personal, floater and sick time
- Comprehensive benefits program & HOOPP pension
- In house training for First Aid/CPR, Mental Health First Aid, Safe Management, Applied Suicide Intervention Training
- Celebratory and camaraderie events
- A supportive and collaborative work environment

What you will bring

- Post-secondary diploma or relevant combination of education and experience
- Minimum 2 years recent and relevant experience
- Strong proficiency in Microsoft Office 365, including Outlook, Teams, SharePoint, and Excel
- Experience supporting enterprise applications or business systems.
- Ability to manage time effectively and prioritize tasks.
- Confidentiality, maturity, and good judgment
- Ability to learn quickly and willingness to learn and adapt in a fast-paced environment.
- Strong organizational, interpersonal and communication skills, with the ability to explain technical concepts to non-technical users.
- Knowledge of Client Record Management (CRM) applications preferred
- Customer service orientation.
- Attention to detail.
- Critical thinking, problem solving and troubleshooting.
- Team collaboration.
- Time management and organization.
- Continuous learning and adaptability.
- A valid Canadian driver's license and the use of a reliable personal vehicle
- Minimum $2,000,000 third party liability vehicle insurance
- A satisfactory criminal record check including vulnerable sector screening

Ready to apply?

Interested applicants are invited to submit a cover letter & resume to: recruiting@cmhagb.org

CMHA Grey Bruce is an equal opportunity employer dedicated to fostering a welcoming and inclusive environment. We encourage applications from all individuals and offer accommodations upon request during the recruitment and selection process. All applications are kept confidential and used solely for hiring purposes. We do not use artificial intelligence in our hiring practices. We appreciate the interest of all applicants. However, only those selected for an interview will be contacted and receive further updates. We provide notifications to employees and strive to respond to external inquiries as resources allow.