



Immigrant and Refugee  
Community Organization of Manitoba

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## INFORMATION TECHNOLOGY (I.T) SUPPORT SPECIALIST

### Term, Part-Time (20 Hours/week) Position

#### WHAT IRCOM OFFERS:

- A warm, fun and supportive work community
- An incredibly diverse workplace that is committed to staff wellness and inclusion
- A staff team passionate, committed and unified in supporting the settlement of newcomer families
- An inner-city organization committed to Truth and Reconciliation
- A family-friendly organization with a comprehensive benefits package
- A place where you can make a difference and feel the rewards of your work on a daily basis

**CANDIDATE PROFILE:** The I.T. Support Specialist excels at completing administrative and technical tasks to ensure that IRCOM's technology resources, systems and service providers work together seamlessly in support of daily programs and operations. This individual has experience in various aspects of IT environments including software and data management systems, effective organizational and problem-solving skills, a proven record of handling confidential information with care, proven ability to serve and train colleagues, and a passion for serving newcomers to Canada. The successful candidate is an effective IT generalist, continuous learner and multi-tasker, able to leverage the skills and resources of external Managed Services Provider (MSP), to understand the unique needs of programs and staff across multiple sites, and to develop strategies and training approaches that enhance IRCOM's digital data management capacity.

**POSITION PURPOSE AND SUMMARY:** The I.T. Support Specialist ensures that day to day operations are supported, identifies training gaps amongst staffing teams, supports the use and implementation of the data management system and collaborates effectively with our Managed Services Provider (MSP). This individual will exhibit and uphold IRCOM's core values of integration, diversity, advocacy and empowerment, and they will work in a way that is people-centered, holistic and partnership based.

Guided by the vision, mission, and values of the Immigrant and Refugee Community Organization of Manitoba Inc., the I.T. Support Specialist provides support to the entire staff team by undertaking the following tasks:

- Customer Relations Management or Case Management Database administration
- Coordinating provision of I.T. Resources and Services
- Overseeing IRCOM Technology Library Program in coordination with programs
- Managing software and hardware needs in collaboration with MSP
- Communicating and building capacity of program teams
- Providing team and interdepartmental Support

With the supervision and support of the Office Manager, the I.T. Support Specialist will fulfill the following:

#### DUTIES AND RESPONSIBILITIES

##### **Database data input and implementation (50%)**

- Create robust training programs/guides for onboarding new IRCOM staff to CRM database
- Liaise with host data management company regarding ongoing bugs and glitches, or upcoming/new sections in development as approved by Management Team
- Assist Management Team with implementation of any new modules in CRM database
- Act as the first point of contact internally for questions and concerns about the CRM database
- Develop business rules to apply to the use of the CRM database
- Administrate the CRM database; providing staff with licensure, passwords and updating system drop down menus, etc.

##### **Coordinate Provision of I.T. Resources and Services (25%)**

- Ensure telecom systems, business machines, computer and other technology is operational
- Coordinate and leverage services and expertise of Managed Services Provider (MSP) to meet staff's day to day operational needs
- Identify problematic areas and implement strategic solutions in time
- Monitor service tickets regularly and escalate support and problem solve as needed
- Flag challenges with IT systems and assess their effectiveness, user friendliness, and staff uptake
- Review/request reports from service providers to ensure systems and resources are effective and secure

- Assist managers with onboarding and off-boarding staff and their I.T. needs
- Orient new staff to IRCOM's IT communication resources, policies and processes as needed
- Serve on and Coordinate the IRCOM I.T. Governance Committee

#### **Hardware/Software Management (15%)**

- Assist Office Manager in maintaining an updated I.T asset database and track changes for user hardware, software, licenses distribution lists and network access and permissions in collaboration with MSP
- Prepare annual I.T. roadmap and related budget in collaboration with I.T. Committee and MSP
- Regularly update Office Manager with I.T. purchasing and contract needs and details
- Monitor all software subscriptions to ensure secure access and authorization levels, password resets, installation of updates and patches
- Connect and administer Apple devices (iPhones and MacBooks) using Apple Business Account

#### **Team, Communication and Capacity Building (10%)**

- Regularly review program by program I.T. needs with members of management team
- Assist managers in identifying and training program staff in developing I.T. proficiency
- Provide staff with relevant resources and referrals for training in Voice Over IP, software and database use
- Manage staff organizational accounts including enrollment, de-enrollment, profile setting and permissions by communicating directives to MSP
- Support Executive Assistant and Social Media Specialist with website management as needed
- Explore options to engage volunteers in assisting with I.T. Library Program tech support
- Participate in team and IRCOM staff meetings and events
- Follow IRCOM policies, guidelines and procedures
- Other duties as assigned

### **QUALIFICATIONS**

- Graduation with a degree or diploma from a recognized post-secondary institution in computer science, engineering, information technology, information management or related field
- Minimum 3 years computer experience with databases systems, operating systems (e.g. Chrome OS, iOS and Android) and Microsoft Office applications (Outlook, Excel, PowerPoint, Word and Publisher)
- Basic knowledge of physical I.T. infrastructure components required. Ex - Wi-Fi modems, ethernet cable outlets, computer monitors, etc.
- Prior experience with connecting and administering Apple devices using Apple business accounts
- Prior experience assisting with organization wide information technology changes, decisions, coordination, and planning
- Experience in trouble shooting computer hardware, software, business machine and (VoIP) phone technology issues either in person or remotely
- Superior customer service and change management skills, attitude and experience
- Meticulous organizational skills and the ability to prioritize work
- Exceptional written and verbal communications skills in English
- Proven ability to train others in developing IT proficiency using a variety of approaches to learning
- Additional language skills are an asset
- Demonstrated experience working in a very fast paced, multi-tasking environment
- Ability to work as a team player as well as take initiative and work with minimal supervision
- Present a satisfactory Criminal Record Check and maintain a clear Child Abuse Registry Check
- Demonstrate the qualities and values IRCOM seeks for all our staff (see <https://www.ircom.ca/about-us/work-here/>)

**Hours of work:** This is a part-time, 20 hours per week term position ending March 31, 2027. The work schedule will vary and will be scheduled between 9:00 am – 5:00 pm, Monday to Friday, at any IRCOM location

**Wage:** \$24.63/Hour

This is a scheduled position with wage in accordance with the Collective Agreement between the Immigrant and Refugee Community Organization of Manitoba Inc. and the United Food and Commercial Workers Local 832.

**Benefits:** Collaborative, family-friendly and supportive working environment  
Professional development opportunities  
Paid Sick Days

Three flexible statutory holidays/year

**Application Information and Process:** All applicants must be legally entitled to work in Canada.

IRCOM seeks to reflect the communities it serves. We are committed to providing an inclusive, accessible, respectful workplace that strives for employment equity. Interested applicants can identify themselves as belonging to any under-represented groups including women, Indigenous peoples, racialized peoples, and/or persons with a disability.

To apply please send a cover letter and résumé to the following, and please indicate clearly how you meet the qualifications.

**Review of applications will begin on Monday, January 22, 2026  
and continue until the position has been filled.**

HR - Selection Committee: [hr@ircm.ca](mailto:hr@ircm.ca)

We thank all applicants for their interest. Only those advancing in the selection process will be contacted. If you require accommodation at any stage of the hiring process (including alternate formats of materials, accessible meeting rooms or other accommodation), please let us know and we will work with you to meet your needs ([kathlenem@ircm.ca](mailto:kathlenem@ircm.ca)).