INFORMATION TECHNOLOGY (I.T.) SUPPORT SPECIALIST

Full-time, permanent position

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 combines IT training and experience, effective organizational and problem solving skills, an impeccable record of trust with confidential information, 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 service providers, 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 all technology resources, service providers and systems at IRCOM work together seamlessly in support of current and future program and operational needs. 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:
- Coordinating provision of I.T. Resources and Services
- Oversee IRCOM Technology Library Program in coordination with programs
- Manage software and hardware needs
- Communicating and building capacity of program teams
- Database introduction, and
- Team and interdepartmental Support

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

DUTIES AND RESPONSIBILITIES
Coordinate Provision of I.T. Resources and Services (30%)
- Ensure telecom systems, business machines, computer and other technology is operational
- Plan, manage and evaluate I.T. and electronic data transmission and storage operations
- Coordinate and leverage services and expertise of Managed Services Provider (MSP)
- Keep large I.T. environment updates and projects running smoothly, on-time, and within budget
- Identify problematic areas and implement strategic solutions in time
- Serve as primary liaison with all I.T. hardware, software and telecom providers
- 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
- Develop and regularly update I.T. policies and procedures related to usage, access, evergreening, data storage, training and security
- 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 and Coordinate the IRCOM I.T. committee

Oversee Technology (Tech) Library Program (25%)
- Monitor, support and evaluate deployment of Tech library by programs
- Prepare and distribute loaner technology hardware to tenants and program participants families in collaboration with IRCOM program staff
- Support participants with basic I.T. support while using Tech Library units
- Connect with supplier for hardware warranty support as needed
- Wipe and reset loaner laptops upon return and prepare them for new loans
- Assist programs with participant check-ins as needed

Hardware/Software Management (15%)
- Assist Procurement Specialist 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 Procurement Specialist 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

Communication and Capacity Building (15%)
- 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 VoIP, software and database use
- Manage staff organizational accounts including enrollment, de-enrollment, profile setting and permissions
- 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

Database data input and implementation (10%)
- Assist Management Team in initial CRM database roll out once system is configured to IRCOM's data collection and reporting needs
- Assist Program Managers in collecting and inputting initial data into a new database system

Team and Interdepartmental Support (5%)
- Schedule and lead regular internal meetings for IRCOM I.T. Committee
- 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 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 develop 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 program 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/

Wage: $22.15/hour

Benefits: Group insurance (life, LTD, AD&D, dental & extended health)
Paid sick and discretionary time
Paid winter shutdown
Registered Retirement Savings Plan contributions
Professional development opportunities
Collaborative, family-friendly and supportive working environment

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

Employment Equity is a factor in selection. Interested applicants can identify themselves as belonging to any of the following groups: women, Indigenous peoples, refugees, immigrants, visible minorities, persons with a disability, or any other groups that are typically under-represented in the workplace. IRCOM is committed to attracting and maintaining a staff team that reflects the communities we serve. Applicants are encouraged to self-declare

For further information, or to apply for this position please use the contact information below. When applying, please note that your cover letter and résumé must clearly indicate how you meet the qualifications.

Review of applications will begin at 12 pm noon on Monday, May 10 and will continue until the position has been filled. To apply for this position please submit your resume and cover letter to:
HR - Selection Committee
95 Ellen Street
Winnipeg, Manitoba R3A 1S8
Email: hr@ircom.ca
Fax: 204-943-4810

We thank all who apply and advise that only those selected for further consideration will be contacted.