

Department:	Human Resources and Administration
Responsible to:	Administration Manager
Supervise:	N/A
Classification:	D
Status:	Permanent; Fulltime
Working Conditions:	Sedentary, occasional light lifting
Location:	Winnipeg, Office Based

January 2023

Position Summary:

The Information Technology support specialist will take primary responsibility for implementing a comprehensive IT program including system and end-user needs planning, program and database support, technical support for in-house and remote workers, system-wide trouble shooting, cyberthreat and security management, and providing end-user support for 50+ employees based in Winnipeg, across Canada, and internationally. The support specialist will manage IT contract relationships, provide training to users, and participate in annual budgeting for IT needs and services.

This position is based in Winnipeg but occasional national travel may be required.

Primary Working Relationships:

The IT support specialist is a member of the administration and human resources department and is supervised by and works in consultation with the administration manager. The support specialist works closely with other members of the administration team, is the primary contact on IT needs for external service providers and internal users, and works with managers and directors to ensure that department-specific systems are supported.

Roles and Responsibilities:

(Key: A = act; A&I = act & inform; AAC = act after consultation)

1. IT Systems Management – Under the direction of the administration manager, the support specialist provides oversight to the Foodgrains Bank's IT Systems:

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|---|-------|
| 1.1. Maintain knowledge of Foodgrains Bank's IT systems and architecture including networks, domains, firewalls, servers, internet | [A] |
| 1.2. Liaise with third-party IT consultants to identify system upgrades and projects | [A&I] |
| 1.3. In consultation with the administration manager, develop recommendations for hardware and system upgrades and replacements implement system upgrades | [AAC] |

- 1.4. Maintain a general understanding of all Foodgrains Bank database systems/software and how they interact with other systems [A]
- 1.5. Monitor cybersecurity needs and insurance dashboard [A&I]
- 1.6. Install and configure computer hardware, software, printers and scanners [A]
- 1.7. Decommission old equipment and prepare for disposal as required [A]
- 1.8. Maintain and install workstations and other devices as needed [A]
- 1.9. Working closely the administration officer, support office equipment connectivity needs to printers, scanners, copiers, etc. [A]

2. IT Support

- 2.1. Support the analysis of current and emerging IT needs in alignment with the organization's goals [AAC]
- 2.2. Provide onsite or remote technical support and troubleshooting of staff IT needs [A]
- 2.3. Monitor workstation performance issues and liaise with third party service providers for hardware repairs within and outside of warranty [A&I]
- 2.4. Manage Microsoft 365 environment administration including Microsoft Teams (document management and voice), email, distribution groups, resource accounts, licenses [A]
- 2.5. In consultation with the administration manager, develop and maintain organizational sharepoint portals [AAC]
- 2.6. Manage access to sharepoint portals [A]
- 2.7. Manage staff and board electronic profiles [A]
- 2.8. Support other user devices such as cell phones and tablets as requested [A]

3. Training

- 3.1. Develop training mechanisms and opportunities to ensure all users are maximizing system potential [A&I]
- 3.2. Orient new staff to IT systems [A]
- 3.3. Provide training as requested on Microsoft applications [A]
- 3.4. Perform regular cybersecurity training [A]

4. A/V Support

- 4.1. Research current trends in video conferencing and provide solutions to staff [A&I]
- 4.2. Maintain conferencing equipment [A]
- 4.3. Provide training as requested to staff on A/V equipment and conferencing applications [A]

5. Other

- 5.1. Document processes [A]
- 5.2. Monitor and maintain hardware and software inventory in fixed asset list [A]
- 5.3. Maintain knowledge of organization's electronic document management systems [A]
- 5.4. Support and make a positive contribution to the administration team [A]
- 5.5. Other duties as may be assigned from time to time.

Qualifications:

Education:

- Degree or diploma in computer and information systems technology, computer science or similar course work, or commensurate experience

Experience:

- Experience in some or all of the following:
 - IT systems support
 - IT program design and development
 - Trouble shooting
 - Customer support
 - Cybersecurity
 - Needs analysis

Special Skills Required

- Proficient in Microsoft Windows OS 10/11.
- Experience with Azure AD Directory
- Above average knowledge of Microsoft 365 cloud-based technologies (SharePoint)
- Network management experience
- AV and conferencing support
- Strong customer service orientation
- Strong interpersonal communication skills
- Problem solving skills
- A learning posture
- Intercultural competency
- Must be able to support our Christian identity and mission, and our core values as identified in our strategic plan

Assets:

- Experience in IT architecture development
- Knowledge of MAC OS