

EMPLOYMENT OPPORTUNITY

Manager, IT and Digital Solutions

Full-Time

We are looking for an experienced and hands-on IT leader to join our dynamic, multi-disciplinary and agile team! As the successful candidate, you are a natural communicator, self-starter and a great team player who wants to make a difference in the lives of others. Working as part of our large nonprofit network and with our many partners, you will support digital solutions that impact the lives of others, touching initiatives across North America.

You are committed to ongoing growth, change, learning and exploration. Your experience with security, physical and cloud technology, process improvement, best practices, compliance and risk management will amplify your contribution.

THE OPPORTUNITY

The Manager, IT and Digital Solutions will lead our continued growth in providing and developing cloud-based applications by ensuring our platforms and tools are secure and follow best practices. You will oversee our IT support team that is responsible for assisting staff, located in four provinces, ensuring that they get the most out of the computer and digital infrastructure they are required to use.

The Manager, IT and Digital Solutions will advance their team, the organization and the systems in which we operate in such a way that is grounded in the values and commitment to People First, aligned with the organizational strategic priorities and rooted in a leadership framework which includes the following key competencies:

- **Innovation:** experiment & learn; evolve & transform; efficiency/effectiveness; work SMART
- **Collaboration:** existing & new partners and allies; connection to each other; engaging volunteers, partners & community
- **Organizational Excellence:** governance & structure; accountability & transparency; risk identification & mitigation; compliance & administration
- **Strategy and Leadership:** strategic framework; leadership – excellence, impact, effectiveness & innovation; learning – personal/professional; proactive vs reactive
- **Values:** diversity, equity and inclusion; impact; people first framework

WHO WE ARE

Findhelp | 211 connects people to support when and how they need it through 24/7 multilingual navigation, crisis response, specialty helplines, online searches, and a comprehensive database of human and social services. Through strategic partnerships, collaboration, and innovation, we support direct service in six provinces and online service in three territories.

20 years after collaborating to bring 211 to Canada, Findhelp | 211 has grown and flourished. We have evolved our community impact through an amplified commitment to equity, innovation and system building. Our vision, mission and core values have guided our strategic focus on continually improving

services and systems. With a focus on removing barriers for the most vulnerable in our communities, we have built strong and progressive partnerships with more than 200 organizations and stakeholders across North America.

By underpinning our partnerships in innovation, we have transformed our services, equity commitments, and system-level impact. We have deepened and expanded our relationship with United Ways across the country, to help evolve 211 as core community social infrastructure, while leveraging our core competencies to create meaningful social change at a local, provincial, and national level.

Findhelp | 211 recognizes that systemic racism exists and that certain groups of people experience disproportionate barriers to economic, employment and health opportunities which may be amplified due to intersectional personal identities. We are committed to improving accessibility to human and social services through ongoing and new initiatives, partnerships and approaches.

We're proud of our people and culture and we're constantly changing and innovating to do better! Our workplace is focused on balance, equity, engagement and a healthy environment. We pride ourselves on being an employer of choice and we do the work to make that happen. You'll be engaged and supported to learn and grow your career and you'll make a difference in people's lives across Canada.

RESPONSIBILITIES

Grow and develop internal IT team:

- Hire, train, setup career development goals and conduct performance management and coaching
- Set IT Team member objectives, monitor their progress, and balance their workloads
- Build and maintain an IT team culture based on respect, open communication and dedicated to exceptional customer service

Lead the Service Desk:

- Monitor, track, coordinate, and report on Service Desk functions

Provide leadership and participate in a wide variety of IT projects (e.g. National Data Repository, App/Chatbot development, BI infrastructure, APIs and self-serve data tools:

- Maintenance and expansion of our IT systems and environments (physical, virtual)
- Manage our Microsoft 365 applications and Google Suite Infrastructure – Gmail, Google drive, Calendar, Users and Groups
- Support the Business in the selection of next-generation software and IT tools

Lead the team to oversee all IT infrastructure:

- Find efficiencies to support the hybrid model of working (remote/office)
- Oversee the setup and administration of system security, including system access, firewall/VPN configuration, antivirus management, security patch management, and backup management
 - Networking: Firewall, switch, routers, VPN
 - Storage: Cloud-based/On-premise

- Servers: Virtualization, Windows and Linux

Enterprise application support:

- Collaborate with all teams to provide highly available hardware and network infrastructure for our SaaS applications
- Monitoring to detect performance degradation and mitigate the risk of system failures
- Perform root cause analysis on service outage or performance degradation to determine a sustainable fix

Security:

- Ensure documentation of policies and procedures for ensuring security and integrity of all systems
- Patching and upgrades based on vulnerability reports and latest cyber security trends

Disaster Recovery (DR) and Business Continuity Plan (BCP):

- Plans to be documented, reviewed and tested on an annual basis

REQUIRED SKILLS AND EXPERIENCE

- Bachelor's degree in computer science or computer engineering, business computing or a related field, or equivalent combination of education, certification, and experience
- 3+ years of proven experience as a hands-on IT leader in a fast-paced IT environment; non-profit experience is an asset
- Background in Windows/Office 365 environments
- Strong understanding and experience on virtual environments including Azure/AWS platforms
- A firm grasp on IT infrastructure and operations best practices
- Experience maintaining and enhancing internal network architecture and infrastructure
- Knowledge of IT cybersecurity tools and requirements
- Experience running and maintaining a 24x7 SaaS environment
- Willingness to provide on-call support during ad hoc/emergency situations. Work during maintenance windows when requested
- Strong critical thinking and decision-making skills
- Excellent project management skills and strong ability to prioritize
- Strategic leadership is a crucial quality for this position
- Strong collaboration and teamwork skills, including demonstrated ability to interact, lead and participate in consultative decision-making that respects people with a diversity of backgrounds, experiences and styles, while working collegially with a high degree of tact and diplomacy

If you meet the position requirements outlined above, we would love to hear from you!

SALARY AND BENEFITS

Salary range: \$81,000 - \$91,000, plus a comprehensive employee benefits package including: participation in CUPE's Multi-Sector Pension Plan

APPLICATION PROCEDURE

Applications will be received until a suitable candidate is found. Along with your resume, please provide a cover letter with a description in 500 words or less telling us a bit about yourself, what interests you about this opportunity and the assets that you would bring to this role. Applications can be submitted to: job@findhelp.ca

Additional Information: This position is not part of CUPE Local 3173.

Findhelp/211 believes in a workplace culture of inclusion that is welcoming, respectful, safe and empowering for all staff. It is critical to our success to eliminate barriers and promote the inclusion of equity groups. Equity seeking groups have been, and continue to be, underrepresented and marginalized in the workforce, leadership roles, and in some specific occupations. Equity seeking groups include but may not be limited to Indigenous persons, racialized people, gender diverse people, 2SLGBTQIA+ people, and people with disabilities.

If you require accommodation at any stage during the hiring process, please inform us in advance to arrange reasonable and appropriate accommodation. Contact HR at job@findhelp.ca

We thank all applicants and will contact the individuals selected for an interview. No emails or phone calls please.