



SOUTH ESSEX COMMUNITY COUNCIL

Job Description Manager of Innovation & Technology Job Posting #2023-42

Position Summary:

Are you someone who is passionate about the work that you do? Do you want your next adventure to be part of a great cause? South Essex Community Council is seeking a Manager of Innovation & Technology to support our work and lead the identification, selection and implementation of new digital solutions for all programs and services. This is a technical, as well as creative, position for someone who can dive deep, build M365 optimized solutions and help staff accelerate their adoption of M365 services through optimized workflow and automation, and data centric processes. As a member of SECC Administration and the Leadership team, the Manager of Innovation & Technology participates in strategic planning and other organizational development initiatives. They work within the mission, vision and values of the organization and is accountable for all programs and for specific projects as assigned.

Under the general direction of the Executive Director and in the absence of the Executive Director, under the general direction of the Board of Directors, the Manager of Innovation & Technology has the following responsibilities:

DUTIES:

Management & Operations

- Acts as the main point of contact of 3rd party IT service providers and contractors.
- Manage technology activations, deployment and inventory (laptops, smartphones, etc.).
- Oversee the implementation and manage the maintenance of onsite meeting room/classroom technology; train and support staff with its use.
- Develop and maintain IT documentation, including infrastructure and configuration documentation, user training documentation, etc.
- Coordinate and facilitate the deployment of training modules to staff on IT systems and software.
- Independently troubleshoot for staff on use of Office 365 applications and other organizational cloud solutions, and work with external vendor(s) for incident and request management.
- Participate in the selection of vendors and apply relevant knowledge to support procurement decisions.

Infrastructure administration (Server, Cloud and Network) and digital security compliance

- Coordinate with internal and external system and network resources on the design, administration and optimization of SECC's on-premises network and servers, including data backup and redundancy, performance, VPN and remote access support, and telecommunications management and support.
- Ensure server systems and peripheral devices are up to date and compliant with security and information management policies.
- Participate in the design and administration of recommended best practices for staff to comply with SECC's Data Security Policy and configure systems to ensure all sensitive electronic data is safeguarded appropriately.
- Design and build archival and data retention processes and oversee their implementation.
- Oversee file encryption and safe file transfer protocol. Support staff in meeting security requirements.

General technical support

- Responsible for office technology lifecycle management including hardware and software installations and updates for desktops, laptops, corporate software, telephone and other communications systems
- Provide technical support, advice, and assistance to staff to help resolve hardware, software, and other technical problems
- Source and procure hardware and software, including contract negotiations and budget management
- Monitor and manage IT licensing
- Create and maintain technical and procedural documentation
- Provide technical support for virtual meetings, webinars and conferences and real-time support.
- Provide or facilitate technical training for staff, including preparing presentations and writing up user manuals as needed

Other

- Identify ways to effectively leverage digital technology to enhance operations, create efficiencies and maximize team output, in partnership with staff and members of the Leadership Team.
- Champion the use of data and data-driven decision making in the Leadership Team and support the cultural change management processes that may be required to promote this shift.
- Participates in committees of the organization when time or workload permits.
 - Carries out other duties as assigned by the Board of Directors or the Executive Director.

SKILLS & ABILITIES:

- A team player who actively shares ideas, solutions and best practices with team members
- Able to lead and work independently
- Experience devising complex workflow/processes
- Self-motivated with the ability to prioritize, take initiative, manage changing priorities and work on different initiatives simultaneously
- Demonstrated knowledge and experience in managing systems and application updates and enhancements to keep systems and applications current
- Demonstrated ability to stay up to date on new technology, standards, protocols, and tools in areas relevant to the rapidly changing digital environment and to identify relevant improvements
- Excellent user support skills with the ability to communicate technical terminology and solutions in plain language that can be easily understood by all staff
- Results driven and comfortable troubleshooting independently
- Experience working in a non-profit environment would be an asset.

QUALIFICATIONS:

- Bachelor's degree/diploma in Information Technology or Computer Science or a related field or equivalent professional experience.
- 3+ years of direct experience in providing IT support and systems administration.
- Expertise in IT network infrastructure operations and controls, ensuring integrity of networks, servers, firewalls and physical security of IT assets.
- Advanced troubleshooting skills in desktops, laptops, mobile services, routing, switching and wireless networking.
- Demonstrated hands-on experience with Microsoft Office 365 and other products (Teams, SharePoint, etc.), as well as Apple products

EXPECTATIONS:

- Provide courteous and professional service at all times.
- Projects an image of professionalism, integrity and service-orientation in all dealings with the public.
- Build effective working relationships with internal and external partners
- Attention to detail; able to meet deadlines.

- Able to work in a busy and changing environment; capable of multi-tasking and able to deal with constant interruptions.
- Be available as much as possible during core hours of operation (8:30 am to 4:30 pm) but understand that flexibility will be required to attend some meetings, as well as community and agency events.

HOURS AND SALARY

- 40 hours per week
- Flexible schedule depending on the needs of the program which may include some evenings/weekends
- Salary to be determined based on qualifications and experience

Non-Union External Posting

Please submit resumes by 4:30 p.m.

Sunday, October 15, 2023

Jennifer Moore

Manager of Human Resources

PLEASE NOTE:

Please be sure to list all qualifications you possess as they relate to the qualifications in the posting.

- All of the qualifications in the posting are deemed necessary to perform the work required of the position
- Interviews and practical assessments will be conducted to clarify qualifications
- SECC is committed to employment equity, welcomes diversity in the workplace, and encourages applications from all qualified individuals including women, members of racialized communities, indigenous persons, persons with disabilities, and persons of any sexual orientation or gender identity.
- Should you require an accommodation at any part of the application or interview process, please advise the Manager of Human Resources