

JOB POSTING

INFORMATION SYSTEMS OFFICER

WHO WE ARE

Founded in 1986, Prosper Canada is a national charity dedicated to expanding economic opportunity for Canadians living in poverty through program and policy innovation.

As Canada's leading champion of financial empowerment, we work with government, business, and community partners to develop and promote financial policies, programs and resources that transform lives and foster the prosperity of all Canadians.

Prosper Canada does not deliver services directly to people living on low incomes. Instead, we work with public, private and community sector partners to ensure quality financial empowerment (FE) supports (including effective policy and regulation) are available to all people living on a low income across Canada.

At Prosper Canada, we value being collaborative, human-centred, and forward-thinking. We recognize, accept, and celebrate our differences. We see power in diversity, equity, and inclusion, and believe we can help everyone thrive by being our boldest true selves. Diversity is at the core of what we do and who we support to build financial health. Our financial empowerment efforts focus on equity-seeking groups including those living on low incomes, Indigenous Peoples, members of racialized communities, and people living with disabilities.

We strive to create a culture where all feel valued, respected, and a true sense of belonging. We seek and value diverse perspectives that represent the lived experience, needs and challenges of equity-seeking groups. Join us in supporting and empowering everyone in Canada to prosper.

THE OPPORTUNITY

Prosper Canada is seeking a full-time Officer to join our Information Systems (IS) team in administering our cloud computing and supporting on-premises Windows networks. The successful candidate will work with the team and 3rd party IT companies/consultants in managing our Office365 tenant to meet business needs, provide user support, and maintain current industry knowledge of best practices and procedures to create guidelines and processes, including device management, cloud security and compliance policies. The Officer will also support server performance monitoring, data encryption, data retention and personal information security administration.

You will report to the Senior Manager, Information Systems and work collaboratively with other teams across the organization, including our Program Delivery and Integration, Marketing and Communications, Research & Evaluation, and Finance & Administration team.

The salary range for this position is \$60,000-65,000 and, upon successful completion of a probationary period, will be accompanied by group medical and dental benefits, an Employee Assistance Program, employer RRSP contribution, 15 paid vacation days in the first year of employment and time off from Christmas eve through New Year's Day when our office closes, and professional development opportunities.

SUMMARY OF RESPONSIBILITIES

Cloud computing administration

- Support the administration and governance of Microsoft 365 and its core products, specifically SharePoint Online, Teams, Exchange and Defender
- Oversee user management including hybrid Azure Active Directory services
- Maintain and deploy Intune MDM policies as per guidelines and best practices
- Deploy internal solutions, including application integration
- Independently troubleshoot for staff on use of Office 365 applications and other organizational solutions
- Provide or facilitate technical training for staff, including preparing presentations and writing up user manuals as needed
- Participate in the selection of vendors and apply relevant knowledge to support procurement decisions
- Work with vendors on cloud backup and data recovery as needed.
- Stay abreast of trends in technology and recommend innovative solutions and features to improve business processes

General technical support

- Assist and coordinate with Network Consultant on administration of organization's on-premises network, including server backup, monitoring server performance, VPN support, and phone server backup
- Ensure systems and peripheral devices including desktops, laptops, corporate software, telephone, and other communications systems are up to date and compliant with security and information management policies
- Provide technical support, advice, and assistance to staff to help resolve hardware, software and other technical problems
- Source and procure hardware and software
- Provide technical support for virtual meetings, webinars and conferences and real-time support.
- Monitor and manage IT licensing
- Create and maintain technical and procedural documentation
- Support data management, including building archival and data retention processes and overseeing their implementation.

EXPERIENCE AND QUALIFICATIONS

- 1-3 years' experience in systems administration:
 - Office 365 admin: Exchange, SharePoint, Teams, Azure, Defender
 - GSuite for Non-profits: Google Ad Words, Google Analytics (will be an advantage)
- Demonstrated knowledge of system security, risk management, data protection and IT strategies
- Experience supporting change management, including introducing and implementing changes
- 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
- A team player who actively shares ideas, solutions, and best practices with team members.
- Self-motivated with the ability to prioritize, take initiative, manage changing priorities, and work on different initiatives simultaneously.
- Experience working in a non-profit environment would be an asset.

APPLICATION DETAILS

Application deadline: Until position is filled

Start date: As soon as available

Job location: 60 St. Clair Avenue E., Toronto M4T 1N5

Currently, our staff are working from home until health protocols allow for a safe return to the office with appropriate health and safety measures. We value in-person connection but expect many staff will want to blend in-office and remote work going forward. We look forward to discussing hybrid options with potential candidates.

How to apply: Please email the following documents to info@prospercanada.org with subject line "Application for Officer – Information Systems":

- Cover letter
- Resume.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

Interviews with candidates will be conducted virtually. If you require any accommodations to have a successful interview, please let us know.