Prosper Canada

INFORMATION SYSTEMS SENIOR 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 (FE), 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 supports (including effective policy and regulation) are available to all Canadians with low incomes across the country.

THE OPPORTUNITY

Prosper Canada is seeking a full-time Senior Officer to join our Information Systems (IS) team in supporting on-premises networks and leading administration of our cloud computing. The successful candidate will be the operational lead in managing our Office365 portal with a focus on future technology deployments to meet business needs. In this role, the Senior Officer will work with the team to oversee systems security and compliance including server performance monitoring, data encryption, data retention and cloud security.

SUMMARY OF RESPONSIBILITIES

Network administration and security compliance

- 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
- Work with network technician on firewall and anti-virus administration
- Ensure systems and peripheral devices are up to date and compliant with security and information management policies
- Recommend best practices for staff to comply with Data Security Policy and construct 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.

Cloud computing administration

- Independently administer Office365 including SharePoint, Teams and Exchange
- Oversee ID management including Azure and Active Directory services
- Maintain and deploy InTune MDM policies as per guidelines and best practices
- Work independently with vendors to set up and administer Teams telephony system as needed
- Stay abreast of trends in technology and recommend innovative solutions and features to improve business processes
- Deploy internal solutions, including application integration
- Independently troubleshoot for staff on use of Office 365 applications and other organizational cloud 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.

General technical support

- Ensure office equipment is robust including running 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.

EXPERIENCE AND QUALIFICATIONS

- Demonstrated exposure to, and knowledge of, system security, risk management, data protection and IT strategies
- Experience supporting change management, including introducing and implementing changes.
- 3+ years' experience in systems administration:
    - Office 365 admin: Exchange, SharePoint, Teams, Azure
    - GSuite for Non-profits: Google Ad Words, Google Analytics
- 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.
- 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
- Experience working in a non-profit environment would be an asset.

APPLICATION DETAILS

Application deadline: April 16, 2021

Start date: As soon as available

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

Due to COVID-19, all candidates should be able to work from home and interviews with candidates will be conducted remotely.

How to apply: Email your resume and a cover letter to Prosper Canada, info@prospercanada.org, subject line "Application for Information Systems Senior Officer."

Prosper Canada is an equal opportunity employer committed to equity in employment and maintaining a work environment in which all employees and volunteers receive fair and equitable treatment regardless of colour, ethnicity, citizenship, country of origin, gender, sexual orientation, age, disability, marital status, or family status.

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