

## 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, 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 to bring 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 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 for all internal enterprise platforms and systems, with a focus on continuously improving technology delivery internally and externally. As part of a lean internal team, the Senior Officer will oversee vendor resources as an extension of their own capabilities, and manage and support systems, security and compliance of all technology platforms and services. Exceptional end user support and collaboration is a key focus of this role and will require effective and appropriate communication with stakeholders at all levels of the organization, including external vendors and partners.

## Compensation

The salary range for this position is \$65,000-\$70,000. Upon successful completion of a 3-month probation period, the successful candidate will also participate in a full suite of employee benefits including: group medical and dental benefits, an Employee Assistance Program, an employer RRSP contribution and membership in the [Common Good](#) retirement savings plan, paid personal and sick days, 15 paid vacation days, paid time off when we close the office from Christmas Eve through New Year's Day, and professional development opportunities.

## SUMMARY OF RESPONSIBILITIES

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

- Coordinate with internal and external system and network resources on the design, administration and optimization of Prosper Canada's on-premises network and servers, including data backup and redundancy, performance, VPN and remote access support, and telecommunications management and support
- Work with system and network resources for firewall and core network design and administration
- 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 Prosper Canada'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.

### Cloud computing administration

- Primarily responsible for Microsoft Office365, SharePoint, Teams and Exchange administration
- Oversee Identity 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, and work with external vendor(s) for incident and request management
- 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

- 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.

## 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:
  - Microsoft Office 365 admin: Exchange, SharePoint, Teams, Azure
  - Google 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

### How to apply:

Email your resume and a cover letter to [info@prospercanada.org](mailto:info@prospercanada.org)

with subject line “Application for Information Systems Senior Officer.”

**Application deadline:**

May 31, 2023

**Start date:**

As soon as available

**Job location:**

Remote/60 St. Clair Avenue E., Toronto M4T 1N5

Currently, our staff are working from home with limited access to our office (up to 2 days per week, subject to appropriate health and safety measures) until pandemic conditions allow us to fully reopen the office. 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.

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