

JOB DESCRIPTION

Senior Manager, Information Technology (IT) (FULL-TIME, PERMANENT)

ROLE OVERVIEW

The Senior Manager, Information Technology (IT) Manager will ensure a high quality, reliable, stable, and secure delivery of information technology services on behalf of the organization, across all sites. The role is to ensure that the streamlined operation of the IT Department is in alignment with the business objectives of the organization. This individual will plan design, implement, and operationalize it-related activities of the organization.

The Senior Manager Information Technology (IT), is for an experienced IT and security risk analyst who will assess, prioritize, and mitigate technology risks with controls that will protect electronic data operations and information across the network. They will plan and promote the best data and deliverables exchange, ensuring smooth and cost-effective solutions for the organization. The ability to provide sound advice and guidance will be instrumental in the growth and success of the candidate in this role.

This position reports to **Directors of Operations** and is located at **Eva's Administrative Office**: 401 Richmond Street West, Suite 245, Toronto, ON.

KEY RESPONSIBILITIES

Strategic Planning

- Identify, set-up, implement and administer IT infrastructure, telecommunications, and project systems to support strategic projects and day-to-day activities throughout the organization.
- Manage the Information Management budget and resources including preparation and ongoing management of estimates and plans
- Act as a thought-leader and advise leadership on IT risks
- Responsible for data flows and work processes to enable data centric project delivery, managing consistency and quality across project deliverables
- Develop risk management strategy to identify and address risks to project outcomes resulting from systems, data or IT infrastructure.
- Responsible for the advancement of the IM practice, including assisting with training development and transfer of knowledge
- Support the Director Operation in the development and execution of sound IT strategies and business plans aimed at ensuring the IT initiatives.

- Support the capture and build of enterprise-wide knowledge and information Integrate applications to ensure most efficient and cost-effective use
- Align architecture with organizational strategies that are secure, reliable, and easy to use

Acquisition and Deployment

- Benchmark, analyze, report, and make recommendations for the improvement and growth of the IT infrastructure and IT systems
- Support the management of financial aspects of the IT Department, including purchasing, budgeting, and budget review
- Support the development of business case justifications and cost/benefit analysis for IT spending and initiatives
- Develop and implement all IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision
- Support the negotiation and administration of vendor, outsourcer, and consultant contracts and service agreements

Operational Management

- Manage basic security environment via maintenance of firewalls, security software and addressing concerns raised in third-party security audits
- Identify opportunities for automation and implement solutions via a CRM platform
- Support collaboration with appropriate staff on key projects in the planning and implementation of key initiatives
- Support the development of plans to integrate and improve existing business processes related to IT applications
- Regularly maintain all operating systems, hardware (e.g. local servers, computers, routers) and software applications (e.g. Microsoft Office, NetSuite)
- Accountable for the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems, including servers, PCs, operating systems, hardware, software, and peripherals
- As applicable, manage program databases and investigate potential for creation of a relational database
- Work with stakeholders to define business and systems requirements for new technology implementations
- As applicable, manage third-party vendors and SLA's
- If required, perform ad-hoc programming via SQL, AWS, C#, Java, etc.
- Migrate existing data into a Microsoft SharePoint central repository to manage cases
- Oversee the management of all end-user services
- Manage and resolve daily IT-related requests (i.e. account setup, software troubleshooting, etc.)

- Direct research on potential technology solutions in support of procurement efforts
- Keep current with the latest technologies
- Oversee projects as defined by the Director of Operations
- Develop the practice asset management for IT hardware, software, and equipment including the refresh cycles

JOB SKILLS AND ABILITIES

- Proficient knowledge and experience in Server Management with proven working ability in administrating Microsoft Server Operating Systems (Server 2019), Domain Controller, MS Active Directory
- Sound understanding and experience of managing Microsoft 365 admin center
- Excellent working experience managing Meraki devices (Switches, Routers, Cisco devices, wireless devices)
- Strong knowledge of telecommunication systems (VoIP etc.)
- Proven ability to create, implement and enforce IT best practices and support policies
- Excellent organizational, communication, interpersonal and time management skills
- Self-motivated with a proven ability to work both independently and in a team

QUALIFICATIONS

- Postsecondary Degree/Diploma in Computer Science, Engineering or related field
- Minimum 7 years of experience in Information Management Systems or equivalent
- Experience of writing information management documentation including plans, procedures, specifications and work instructions
- Management of project teams, including estimates and plans
- Knowledge of networking, operating system, and server architectures.
- Good working knowledge of programming concepts, software development cycles, and associated tools platforms.
- Strong technical knowledge of network and PC operating systems, current network hardware, protocols, and standards
- Extensive application support experience in both the for profit and not-for-profit sectors
- Proven experience in IT network, infrastructure, database and application planning and development
- Knowledge of applicable data privacy practices and laws
- Ability to explain technical concepts and theories to non-technical audiences.
- Strong evidence of time management skills required, including ability to prioritize data recovery and repair of system infrastructure above all other duties.
- Able to quickly analyze issues and determine the best course of action using available resources.

- High degree of resourcefulness, flexibility, and adaptability.
- Highly self-motivated and directed; ability to effectively prioritize and execute tasks in a high-pressure environment
- Effective communication skills with individuals at all levels of the organization.