

Your Connection to Wildlife

As one of Canada's largest not for profit leaders in wildlife conservation, research, and advocacy, we are seeking to fill the following position...

Manager of Information Technology

Job Summary

The Manager of Information Technology, under the direction of the Director of Operations and Information Technology, will primarily be responsible to lead and motivate the IT department. This position being 75% technical and 25% administrative, will plan, develop, and manage all IT services, programs, and support throughout the enterprise. In addition, this role will also oversee the implementation, deployment and operation of information systems and technology solutions for business needs.

Competencies

- Resourceful
- Attention to Detail
- Decision Making
- Project Management
- Problem Solving
- Coaching
- Leadership
- Results Orientation
- Communication
- Conflict Management
- Managing Performance
- Strategic Thinking

Job Duties

Administrative and Management 25%

- Advise management of new applications, advancements, or potential system enhancements in support of future requirements
- Act as technical consultant in a particular field of expertise
- Assist in the training on hardware, software, and updates to software as new releases become available or new software is purchased
- Assist with the planning, approval, and implementation of technology projects
- Analyze complex business needs presented by the user community and/or customers/clients and recommend technical solutions
- Oversee the implementation, deployment, and operation of information systems and technology solutions for business needs
- Participate in contract negotiations and maintain ongoing relationships with a variety of vendors
- Evaluate employee performance and provide feedback, coaching, and formal evaluations
- Establish and maintain relationships with strategic business partners and key stakeholders
- Approve vacation requests and monitor vacation schedules to ensure appropriate coverage
- Plan, develop, and manage all IT services, programs, and support throughout the enterprise
- Assist senior management with the direction and facilitation of IT strategic and tactical planning
- Supervise a skilled team of IT professionals, and help guide the professional development of IT personnel
- Assist in developing and managing a budget for technology, IT services, and personnel
- Plan end-user training as required
- Act as a strong advocate for the IT department and its initiatives

Technical 75%

- Manage Office 365 (Exchange/Teams/Skype for Business/SharePoint) with DLP
- Experience in managing various SAN technologies (EMC VNXe, HP StoreOnce, PureStorage)
- Management and support of HP ProLiant Servers and switches
- Design, Implementation and management of Server operating systems in a mixed environment (MS Windows/Linux)
- Experience managing MS Active Directory environment (Accounts/GPO)
- Management of MS SQL Server and other database systems
- Development, implementation and maintenance of Microsoft Hyper-V Virtualization Infrastructure
- Manage backup solution using Veeam Backup and Replication
- Experience managing and maintaining Cisco ASA and pfSense firewall
- Experience managing and maintaining Cisco Unified Communications Manager
- Managing and upgrading LaserFiche document management system and Kofax scanning
- Experience and ability to adapt to various programming to help in efficient processing tasks
- Assessment and management of all IT Risks (including Threats and Vulnerabilities) to the organizations originating from various sources (MSP IDS, Endpoint protection, Mail attacks, ISP, logs)
- Maintain and Perform daily backup operations
- Monitor or optimize the performance, security, backup, and recovery of the database
- Manage internal PKI infrastructure and external certificates
- Ensure that server hardware is adequately sized and configured; conduct capacity planning scenarios to meet future needs
- Set up monitoring of the computer system to prevent any unauthorized access by employees
- Evaluate hardware and software to ensure that it meets company requirements and make appropriate changes to the infrastructure
- Perform in-person, on-site and remote repairs of PC desktop hardware, printers, and other peripherals
- Assess and document the requirements of end-users
- Perform security and quality control testing
- Troubleshoot errors and fix system issues via periodic testing, help desk tickets, and other methods
- Provide technical advice and assistance to employees
- Provide internal information technology support, such as server security, software updates, and hardware maintenance
- Oversee website functionality and development
- Conduct capacity planning for network bandwidth, storage requirements, messaging, websites, and other applications
- Analyze departmental operations and identify areas requiring improvement
- Perform staff security awareness training and testing
- Purchase and inventory management of IT and related Equipment
- Manage domain acquisitions, registrations and renewals

Job Requirements

- High flexibility with strong interpersonal skills that allow one to work effectively in a diverse environment
- Minimum of 5 years of experience in Information Technology Management.
- Overall, 10 years of experience of Information Technology experience.
- Demonstrated time management and project management skills
- Ability to prioritize and manage conflicting demands
- High level of integrity and work ethic
- Ability to effectively communicate technical concepts to non-technical members of the organization
- Degree in computer science, or a field related to the industry
- Experience with Python, PowerShell, SQL, VB, Java, JavaScript, Pearl, and HTML programming

- Experience with webpage management
- Extensive working knowledge of web servers
- Ability to quickly grasp and distill highly complex user design issues into clean, understandable solutions
- Sound analytical thinking, planning, prioritization, and execution skills
- Experience with budget preparation and management
- Experience managing third-party service providers
- Certifications or licences appropriate to industry
- Highly developed understanding of industry regulations, standards, and best practices
- Ability to delegate, set expectations, and monitor progress of all direct reports
- Ability to identify issues and implement creative and strategic solutions to overcome problems

Location: Kanata, ON

Interested and qualified applicants are encouraged to submit their resume and cover letter to careers@cwf-fcf.org by June 16, 2019. Please quote position title that you are applying for in the subject line of your email. Only the candidates who meet the qualifications and experience for the position will be contacted for an interview. We thank you for your interest in the Canadian Wildlife Federation.

Canadian Wildlife Federation offers competitive compensation and career advancement opportunities.

AODA Statement for Offer of Employment

Canadian Wildlife Federation "CWF" is committed to accessibility and to protecting the human rights of its employees. In support of this aim, CWF has implemented an accommodation process that provides accommodations for employees with disabilities. CWF will accommodate employees with disabilities up to the point of undue hardship.

The accommodation supports available to employees are laid out in our Accommodation Policy. If your acceptance of the terms and conditions of this Offer of Employment necessitates a specific accommodation because of a disability or a medical need, please contact the Human Resources Department. This ensures that the appropriate accommodations are in place before you begin your employment. Do not hesitate to reach out to the Human Resources Department if you require an accommodation related to a disability or a medical condition at any point during your employment with CWF.