

# CAREER OPPORTUNITY

## IT Systems Officer

Efficiency Manitoba is Manitoba's newest Crown corporation focused on reducing electricity and natural gas consumption – helping customers save energy, money, and the environment. We have commenced operations and are in the process of building our team.

We are looking for individuals that have the experience, skills, and passion to help build and contribute to our organization that is transparent, fiscally responsible, and committed to delivering value to Manitobans. If you are qualified and inspired by this opportunity, we are looking for you!

We are currently recruiting for the position of **IT Systems Officer**.

### POSITION OVERVIEW

Reporting to the Vice President of Efficiency Programs, this role will work collaboratively with the Efficiency Manitoba team and is the internal subject matter expert responsible for the administration and support of all corporate Information Technology.

This key contributor at Efficiency Manitoba will possess strong analytical, problem-solving, and well-developed people skills. Responsibilities include providing operational and issue resolution support for Efficiency Manitoba customer relationship management, accounting, and human resource management software applications, as well as for the overall corporate IT environments. This position manages, documents, and resolves IT issues independently and with vendors as required. It is responsible for maintaining and administering all corporate software licenses and coordinating all third-party IT services while maintaining excellent service for internal customers and contributing towards the achievement of Efficiency Manitoba's goals.

This role requires a special individual ready to contribute to an organization early in its operationalization phase. Candidates inspired by this opportunity and who have the confidence, professionalism, and sound judgment to achieve corporate objectives related to IT services, will want to explore this rare opportunity.

## RESPONSIBILITIES

- Customer relationship management, accounting and human resource management software applications, and the corporate environment:
  - Oversee all IT issues and interface with the appropriate service providers to support services and coordinate the resolution of IT service tickets including support requests, break fix, and process improvements;
  - Provide first level technical support and implement IT-related configuration requirements across the multiple platforms; and
  - Monitor and report on system availability including reporting outages and escalating service level issues to service providers as required.
- Software license administration:
  - Coordinate user licensing management including auditing and maintaining all role-based security access rights; and
  - Ensure proper and timely communication to all team members on scheduled software upgrades, outages, and maintenance.
- Managed Services:
  - Provide single-point of contact for Efficiency Manitoba's externally managed IT and cloud services; and
  - Coordinate, manage and report on cloud services usage and storage across multiple data sources (emails / calendars / network drives / SharePoint / etc.).
- Efficiency Manitoba Team Support:
  - Provide first level technical support and troubleshooting on all IT-related hardware, software, network, and mobile platforms as raised by Efficiency Manitoba team members;
  - Provide technical support, specification, and tracking of all IT-related equipment acquisitions including responsibility for all inventory control of IT hardware, software, network, licensing, and mobile equipment;
  - Coordinate with appropriate service providers as required for escalated technical support issues; and
  - Oversee and contribute to the Security Awareness program and report on team member progress and completion.

## REQUIREMENTS

- Bachelor's Degree in Computer Science plus a minimum three (3) years of experience directly related to the position responsibilities and requirements.  
OR

An equivalent combination of education and directly related experience may be considered (such as a 2-year computer science diploma plus a minimum five (5) years of experience).

- Expertise in IT helpdesk functions with exposure to IT infrastructure library methodology (ITIL)
- Knowledge and experience with platforms including Microsoft Dynamics CRM 365, SAGE 300, and Microsoft Office 365.
- Experience with SQL / HTML coding particularly within a customer relationship management system.
- Experience and deep understanding of cloud service management, network management and security.
- Experience in IT troubleshooting and repairs with a focus on customer service and satisfaction.
- Must be creative, self-motivated, and capable of achieving broadly defined objectives.
- Ability to represent the organization confidently and professionally.
- High attention to detail with proven ability to organize, prioritize, and manage various concurrent work assignments while meeting deadlines and commitments.
- Demonstrated high degree of initiative, motivation, and sound judgement to handle assignments; provide expertise, identify opportunities for improvement and resolve challenges.
- Proven interpersonal skills and capability to work effectively in a team environment and communicate with all levels of internal and external stakeholders. Experience in interacting with senior executives is an asset.
- Experience in project management tools and processes is an asset.
- Experience in working on complex projects, multi-year agreements, and continuous improvement initiatives is an asset.
- Additional certifications such as ITIL or The Computing Technology Industry Association (CompTIA) are an asset.

We offer a competitive compensation and benefits package and a supportive, team-oriented work environment.

Interested candidates are encouraged to submit their application including their qualifications and experience related to the position and suitability to fill this exciting role at Efficiency Manitoba, to [careers@efficiencyMB.ca](mailto:careers@efficiencyMB.ca) **by 4:30 p.m. on May 7, 2021**. Applicants are asked to reference the position title in the subject line of their application email.

Women, Indigenous peoples, persons with a disability and visible minority diversity candidates are encouraged to self-declare in their application.

We thank all candidates who apply, however, only those selected for an interview will be contacted.

For more information on Efficiency Manitoba including our vision, mission, strategic goals and guiding principles, candidates are encouraged to visit our website at [efficiencyMB.ca](http://efficiencyMB.ca).