

# CAREER OPPORTUNITY

## IT & DIGITAL SOLUTIONS OFFICER

Are you interested in joining an organization that's passionate about helping Manitobans save energy, money, and the environment?

Efficiency Manitoba is our provincial Crown corporation focused on working with Manitobans to reduce electricity and natural gas consumption in homes, businesses, and communities across the province.

We're a dynamic, nimble, action-oriented, and transparent organization that fosters positive engagement, creativity, and diversity across our team and those with whom we work. With our purpose-driven culture and commitment to putting people first, we were selected as one of Manitoba's Top Employers in 2025.

We're currently recruiting for a full-time, permanent IT & Digital Solutions Officer.

### POSITION OVERVIEW

Reporting to the Brand & Customer Strategy Lead, this role will work collaboratively with the Efficiency Manitoba team and is responsible for the application of technical expertise to the deployment of IT strategy, coordination of IT systems management, and the integration of digital solutions to enhance data governance and operational efficiency. This role will work in close collaboration with contracted external IT support to ensure effective internal administration and support of all corporate Information Technology.

As a key contributor at Efficiency Manitoba, the IT & Digital Solutions Officer will play a pivotal role in managing and optimizing IT systems and vendor relationships. This position requires strong technical, analytical, problem-solving, and well-developed interpersonal skills to effectively coordinate IT operations. This position will provide service provider engagement and coordination of operational issue resolution support for Efficiency Manitoba's externally managed customer relationship management, customer project tracking and fulfillment, accounting, and human resource management software applications, as well as for the overall corporate IT environments.

The IT & Digital Solutions Officer will be responsible for the implementation of Efficiency Manitoba's IT roadmap which includes dimensions such as: IT vendor management; vulnerability management and planning; and contributing to the ongoing development of IT policies and guidelines. This role documents, and

supports resolution of IT service providers issues, while collaborating with vendors and internal subject matter experts as required.

This role requires a skilled individual ready to contribute to an innovative, progressive organization. Candidates inspired by this opportunity and who have the technical and operational experience, professionalism, and sound judgment to achieve corporate objectives related to IT services, will want to explore this rare opportunity.

## **RESPONSIBILITIES**

- Actively contribute technical expertise to the establishment, definition, and review of IT policies and guidelines with regards to data protection and management.
- Provide fulsome contributions towards the development of an IT decision-making framework including defining roles and responsibilities, developing IT tactical plans, and implementing IT strategies.
- Engage in the development of an IT vendor management framework and service level agreements to ensure EM vendors deliver value.
- Responsible for coordinating third-party vendor activities pertaining to oversight of cybersecurity and risk management. This includes ensuring compliance and security measures are met, establishing business continuity and disaster recovery plans, along with ongoing vendor-managed logging, monitoring, and vulnerability assessments. Interface with internal subject matter experts and contracted service providers to support and coordinate the resolution of IT service tickets including support requests, break fix, and process improvements for EM's customer relationship management, customer project tracking and fulfillment, accounting and human resource management software applications, and the corporate IT environment.
- Identify, recommend, and implement opportunities for optimizing existing digital solutions to enhance operational efficiency and data governance.
- Support project management and procurement activities for related new IT initiatives including enhancements, digital solutions, and the integration of systems and data.
- Provide a single point of contact for Efficiency Manitoba's externally managed IT and cloud services.
- Provide oversight, technical support, and specification 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.

- 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 of three (3) years of experience directly related to the position's responsibilities and requirements.  
OR  
An equivalent combination of education and directly related experience may be considered.
- Proven interpersonal skills and capability to work effectively in a team environment and communicate with all levels of internal team members and external interested parties. Experience 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.
- 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.
- 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 or equivalent/similar technologies.
- Experience with SQL / HTML coding particularly within a customer relationship management system would be considered an asset.
- 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.
- Additional certifications such as ITIL or The Computing Technology Industry Association (CompTIA) are an asset.

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We're proud to provide and foster a supportive and team-oriented work environment. We offer a competitive compensation package, which includes a defined-benefit pension plan and access to a comprehensive health benefits plan. We provide the opportunity for virtual work arrangements and have a nine-day work cycle which normally results in every other Monday off.

The starting salary for this position will be commensurate with qualifications and experience, with candidates whose qualifications are closer to the minimum requirements for the position typically joining the organization at a salary nearer to the lower end of the range. The salary range for this position is \$72,334.92 to \$100,128.83 annually.

At Efficiency Manitoba, we're committed to creating and maintaining a safe, equitable, and inclusive work environment. Women, Indigenous peoples, persons with a disability, and members of visible minorities are encouraged to self-declare in their application. Reasonable accommodations are available to applicants who may experience a barrier arising from a protected characteristic(s) identified in The Manitoba Human Rights Code. Please let us know if you require accommodations during the recruitment process.

The ability to communicate in French, both verbally and in writing, is considered an asset for all positions at Efficiency Manitoba.

We encourage interested candidates to apply by emailing their application, including their qualifications and relevant experience, to [mike@lambertnemec.com](mailto:mike@lambertnemec.com) no later than April 8, 2025. Please reference the position title in the subject line of your email.

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

For more information about Efficiency Manitoba, candidates can visit our website at [efficiencyMB.ca](http://efficiencyMB.ca).