



IWK Foundation

IT Coordinator

Who We Are:

The IWK Foundation is the fundraising partner of IWK Health and is a champion for excellence in women's and children's health.

What We Need:

Reporting to the Director, Technology, and Data, we are looking for a dynamic, purpose-driven individual to join us as our IT Coordinator. This important role maintains our information technology systems and networks and has the opportunity to lead departmental projects in our cloud-first architecture and digitized environment.

You are able to build strong relationships, are service driven, and are an excellent communicator. You will perform both technical and administrative tasks to ensure the functionality and efficiency of computer systems and facilitate interaction between end users and managed service partners. Since you provide end-user support, you are able to train, collaborate and work in a team environment. This role works within the IWK Foundation's Flexible Work Plan, and the position is considered a hybrid role.

Responsibilities:

- Analyze, plan, and coordinate the development and execution of system implementation, plans, and solutions
- Takes the lead in identifying, organizing, and implementing plans for IT systems, including special events
- Liaise and build relationships with relevant third-party vendors to obtain efficient and cost-effective solutions, and oversees all deliverables outlined in applicable service level agreements and warranties
- Provide hands-on IT support while also serving as the point of contact between employees and managed services for support requiring escalation and/or troubleshooting
- Coordinator the on and off-boarding of staff through a checklist that covers software, hardware, peripherals, and the provision of appropriate access to required applications and systems
- Maintain user account, IT asset lifecycle and inventory, access rights, and security oversight
- Procure, activate and set up approved hardware, software, and licensing for all employees, maintaining an inventory of same that includes asset lifecycle, access rights, and security
- Collaborate with the CRM Specialist in supporting Blackbaud ecosystem and provide backfill support as needed
- Collaborate with members of the Digital Team to ensure web presence platforms and integrations are meeting security compliance and privacy requirements; participate in reviews and deployment needs of projects
- Promotes a culture of learning through the provision of training sessions focused on technology and security
- Assists in the development of an annual IT budget and tracks expenditures accordingly

Who You Are:

- Minimum of 5 years experience working in the information technology field supporting business-critical IT systems & Infrastructure
- Completion of a post-secondary IT program
- Working knowledge of current IT support and infrastructure practices
- Working knowledge of VoIP and cloud technologies
- Experience using support ticketing systems such as AssystNet, or ServiceNow
- Experience working with and coordinating Managed Service Partners
- Demonstrated experience leading IT projects of various sizes
- Strong knowledge of cyber security frameworks, and principles
- Experience managing Multi-Factor Authentication
- Experience supporting M365 environment, Active Directory, SSO
- Knowledge of Smartsheet or Microsoft Power Automate an asset
- Knowledge of Microsoft Teams VC, Teams Calling, VOIP
- Strong understanding of Active Directory, DNS, and DHCP,
- Experience supporting Business Critical Systems (ERP, CRM) an asset
- Network knowledge of firewalls, whitelisting, filters, and wireless technologies
- Outstanding approach to teamwork, collaboration, and communication.
- High degree of resourcefulness, flexibility, and adaptability.
- Good written and verbal communication skills
- Ability to explain technical concepts and theories to non-technical audiences
- Sense of humor

You thrive working in a fast-paced environment with competing priorities supporting a dedicated and passionate team.

What Do You Do Now?

If this role seems right for you, please provide a cover letter outlining why you believe it is a fit, along with your resume to iwkcareers@iwk.nshealth.ca. We thank all candidates but only those selected for an interview will be contacted.

We welcome all applicants who self-identify as Indigenous, Black/African Nova Scotians, Persons of Colour, Immigrants/Newcomers, Persons with Disabilities and 2SLGBTQIA+ to apply and represent the communities that we support.