



Community Business Development Corporation

ATLANTIC ASSOCIATION

Business financing, support and advice

Employment Opportunity

I.T. Navigator

Mulgrave, Nova Scotia

Reporting to the Manager of Information Technology (I.T.) Services, the I.T. Navigator is required to provide I.T. support to CBDC staff and board as well as to help to develop an efficient and secure I.T. infrastructure for member CBDC corporations. This includes working with all 45 CBDC and association offices across Atlantic Canada as well as third party service providers to ensure an efficient and timely delivery of any technical matter related to the CBDC network. Traveling throughout Atlantic Canada is also required to complete CBDC site assessments as well as any other initiatives that are necessary.

The I.T. Navigator is expected to demonstrate strong technical aptitude necessary to deal with rapidly changing technology and to work productively with minimal supervision. The position also requires someone who is a team player, self-directed and has a desire to help people solve their technology issues. Good communication and some leadership skills are essential.

DUTIES:

- Coordinate and monitor project activities along with their resources to mitigate risk and take corrective action if issues arise;
- Determine CBDC needs, plan new services, and update existing ones while adhering to industry best practices;
- Monitor helpdesk calls and resolve questions and issues via telephone, remote support, email and/or in-person;
- Manage desktops, laptops, servers, cloud-based services, printers, desk phones, smartphones, and portable devices in-person and remotely;
- Responsible for desktop, laptop, tablet, printer, and smartphone provisioning, installs and upgrades;
- Ensure computers and smartphone devices interconnect seamlessly with cloud-based services, file servers, database servers, email servers, conferencing systems, client management systems, and accounting systems;
- Ensure effective and reliable backups are being performed;
- Provide user training and orientation on hardware, software, and cloud-based services;
- Maintain inventory of installed software, hardware, manage software licensing and follow proper procedures for the disposal of electronic assets;
- Maintain IT documentation relating to policies, procedures, standards, best practices, settings, installations, configurations, etc;
- Participate in hardware and software evaluations/reviews and recommend purchases to the Manager of I.T. Services; and,
- Performs other duties as assigned.



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QUALIFICATIONS/EXPERIENCE:

- Strong skills supporting the Windows 10 desktop operating system in a domain environment;
- Strong skills in Microsoft Office 2016, 2019 or Office 365;
- Strong skills configuring and managing Apple iOS and Android devices;
- Strong skills administering Microsoft SQL Server 2019 and SQL Server Management Studio 18;
- Experience working with firewalls and network switches;
- Experience administering Microsoft Windows Server 2016/2019; Microsoft Active Directory and managing Group Policy; and Microsoft Exchange mail servers would be considered an asset;
- Strong analysis, troubleshooting and problem-solving skills;
- Strong understanding of Information technology tools and concepts;
- Strong interpersonal and communication skills working with technical and nontechnical personnel at various levels in the organization;
- Physically fit and able to lift and manipulate server and desktop equipment;
- A technical diploma or degree in computer technology with 1+ years of experience, or 5+ years of equivalent IT experience;
- CompTIA A+ or CompTIA Network+ preferred but not required;
- Proficiency in both official languages would be considered an asset; and,
- Provide a driver's abstract with a valid driver's licence.

SALARY:

This is a term position ending March 31, 2022. However, there is potential for extension. Salary band (\$22/hr - \$27/hr) depending on the qualifications of the applicant.

The regular work week is 35 hours, although flexibility in work hours including nights and weekends may be required. The successful candidate must be willing and able to travel and have a valid driver's license.

To apply for this position, please forward a cover letter and resume to brian.leblanc@cbdc.ca by noon, January 8th, 2021. We thank all applicants for their interest; however, only those selected for an interview will be contacted.