



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:**

- Work with third-party I.T. service providers to ensure an efficient and timely delivery of services;
- 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 and support desktops, laptops, servers, cloud-based services, printers, desk phones, smartphones, and portable devices in-person and remotely;
- Research, recommend and purchase network equipment and other computer related equipment as required;
- Provide instructional documentation regarding installs and upgrades;
- Ensure effective and reliable backups are being performed;
- Coordinate and 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,
- Perform other duties as assigned.



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**EDUCATION:**

- An undergraduate degree or diploma in Information Technology, Computer Sciences, or another related field.

**EXPERIENCE:**

- One or more years of related I.T. experience. A combined equivalent of education and experience may be considered.

**KNOWLEDGE AND SKILLS:**

- Experience as an IT Navigator/Coordinator or similar role;
- Experience in network management and help desk support;
- Experience and/or training working with firewalls and network switches;
- Strong analysis, troubleshooting and problem-solving skills of I.T. systems and applications;
- Strong understanding of Information technology security, policies, and governance;
- 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;
- Experience and/or training working with Microsoft SQL Server and SQL Server Management Studio;
- Experience and/or training administering Microsoft Windows Servers in an Azure/Domain environment;
- 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](mailto:brian.leblanc@cbdc.ca) by noon, May 14<sup>th</sup>, 2021. We thank all applicants for their interest; however, only those selected for an interview will be contacted.