



Transforming natural resource management
Empowering communities

Transformer la gestion des ressources naturelles
Renforcer le pouvoir d'agir des communautés

Position:	IT Coordinator
Location:	Ottawa, Canada
Deadline for applications:	October 12, 2021
Starting date:	As soon as possible
Duration:	March 31, 2022 with possibility of extension
Commitment:	20 hours/week
Salary:	\$62,000 CAD pro-rated for 20 hours/week = \$33,066 CAD plus fringe benefits

About IMPACT

IMPACT transforms how natural resources are managed in areas where security and human rights are at risk. We investigate and develop approaches for natural resources to improve security, development, and equality. We are an independent non-profit, collaborating with local partners for lasting change.

IMPACT is headquartered in Ottawa, and has offices in the Democratic Republic of Congo, Uganda, and Côte d'Ivoire. For more information, please visit www.impacttransform.org.

IT Coordinator

The IT Coordinator will support the entire IMPACT team in ensuring it has an effective and robust IT system to deliver on its mission. The IT Coordinator will be responsible for maintaining IMPACT's hardware and software needs, supporting the organization's ongoing move to cloud-based collaboration tools, and responding to technical support requests. The IT Coordinator will report to the Communication Director, and collaborate with IT Consultants in IMPACT's local offices.

Specific work areas include:

- Provide technical support to all staff through email, phone, or other methods as needed, in both English and French.
- Support all staff in the use of computer equipment, systems, software, and applications by providing relevant training and advice.
- Provide support to IMPACT's staff in local offices by liaising with the Project Managers and local IT Consultants, ensuring local consultants have detailed instructions in English or French, as appropriate.
- Maintain up-to-date inventory of all computers and software, in HQ and local offices.
- Compile, introduce, and maintain easy-to-use Staff User Guide for IMPACT's IT System.
- Compile and maintain the Administrator Guide for IMPACT's IT System.
- Ensure all IT related documentation is maintained, kept-up-to-date, and files are properly managed.
- Coordinate the installation, configuration, and updating of computer hardware, software, printers, scanners, and any other equipment or applications as needed.
- Advise on, test, and roll-out new software in coordination and consultation with the Communications Director.



- Advise on trends, updates, and strategies to ensure IMPACT's IT System contributes to effective, efficient, and secure collaboration across the organization.
- Other duties as required.

The successful candidate must have the following qualifications, experience, and skills:

- Degree in information technology, computer science, or relevant field.
- Minimum of three years of relevant work experience.
- Experience proactively troubleshooting and resolving IT queries from a range of customers.
- Experience in IT management.
- Excellent communications skills, with the ability to explain concepts and train users with a variety of skills on hardware and software.
- Experience setting up and rolling out software to more than 10 users one time.
- Excellent analytical, organizational and time management skills.
- Experience with or the ability to quickly learn the following software: Microsoft 365, Box, Zoom.
- A proven ability to assess and compare hardware/software specifications against organizational requirements and user needs to advise on procurement.
- A proven ability to manage a busy workload and respect deadlines with minimal supervision.
- A proven ability to work in a team that is bilingual and working globally.
- Must be fluent in either English or French, and have a working knowledge of the other language (verbal and written).

The following are considered assets, but are not required:

- Understanding (gained through previous work, volunteer, or school experience) of the IT infrastructure in the countries IMPACT works in.
- Experience in the non-profit sector.
- Advanced Microsoft Excel skills, including VBA and Macro's.

Applicants must be Canadian citizens or have permanent residency status in Canada, and be legally entitled to work in Canada.

IMPACT's headquarters are located in Ottawa. Applicants from across Canada are invited to apply, however preference will be given to an applicant who is based in Ottawa or who can demonstrate a strategy for providing hardware support to devices in Ottawa

To apply

Send the following information by email to jobs@impacttransform.org

- A **cover letter** explaining your interest in the position
- Your **curriculum vitae**
- Completed **Information Form**: https://impacttransform.org/wp-content/uploads/2021/09/IT-Coordinator_Info-Form_Sept-2021_EN.docx

Applications are due October 12, 2021. Only shortlisted candidates will be contacted. No walk-ins or phone calls please.