



Transforming natural resource management  
Empowering communities  
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Transformer la gestion des ressources naturelles  
Renforcer le pouvoir d'agir des communautés

## IT Coordinator

**Location:** Remote, preferably located in Ontario or Quebec

**Reports to:** Risk and Operations Director.

**Status:** Fulltime, candidates looking for part-time role will be considered.

**Salary:** \$68,000-\$78,000 CAD

**Deadline:** April 11, 2025

### 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, Canada and has offices in Democratic Republic of Congo, Uganda, Burundi and Côte d'Ivoire, as well as projects in Zimbabwe. Learn more at [www.impacttransform.org](http://www.impacttransform.org)

### Overview

The IT Coordinator supports the entire IMPACT team (50 staff across Canada and Africa) in ensuring it has an effective and robust IT system to deliver on its mission. The IT Coordinator is responsible for maintaining IMPACT's hardware and software needs, supporting the organization's suite of cloud-based collaboration tools, and responding to technical support requests. The IT Coordinator reports to the Risk and Operations Director.

### Primary Responsibilities

- 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 where relevant local IT Consultants, ensuring local consultants and staff have detailed instructions in English or French, as appropriate.
- Maintain up-to-date inventory of all computers and software, for global team 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 Risk and Operations Director.



- Review, strengthen and maintain cybersecurity tools and practices across the organization.
- 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

**Essential qualifications, expertise, and skills:**

- Degree in information technology, computer science, or relevant field.
- Minimum of three years of relevant work experience.
- Must be fluent in either English or French, and have a working knowledge of the other language (verbal and written).
- 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.

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.
- Experience with building and implementing user-friendly websites on different CMS including Wordpress.  
Experience developing and implementing web-based applications or platforms, including their management in a self-hosted environment such as AWS.

**Competencies:**

- Problem solving, good judgment, analytical, and logical thinking.
- Personable; Good communication skills
- Strong organizational skills, planning and time management, and the ability to multitask.
- Good ability to work in a team, in an intercultural environment and to maintain good interpersonal relationships.
- Integrity and strong ethics.
- Leadership and motivation: commitment to excellence in performance by showing enthusiasm for the job as well as personal conviction, strength of character and trust in the team.
- Rigor and concern for accuracy, precision and compliance with standards.



### **Benefits:**

- Competitive salary.
- Health insurance (including dental and vision).
- Contribution to RRSP equivalent to 5% of salary.
- We're a tight-knit, fast-paced organization with a vibrant and diverse team working in six countries, including Canada. Be prepared to thrive in a dynamic environment where things change quickly and collaboration is key. You'll work alongside people from various backgrounds and perspectives, making our work all the more innovative. We value our mission deeply and are driven to make a positive impact in the world.

### **To Apply**

Send the following information by email to [jobs@impacttransform.org](mailto:jobs@impacttransform.org) :

- A **cover letter** explaining your interest in the position (maximum 2 pages)
- Your **curriculum vitae** (maximum 3 pages)

**In the subject of the email please state:** the position you are applying for and your name.

**Deadline for applications:** April 11 2025

We thank all candidates but only those selected for an interview will be contacted. Due to the volume of applications received, we ask that you do not follow up on your application.

