Position: Technical Systems Analyst/Administrator (1.0 FTE)

The Organization:
Momentum is an award winning and nationally recognized community economic development organization that uses innovative approaches to reduce poverty. We use financial empowerment, skills training, and small business development as tools to empower people and communities to build a sustainable livelihood. To have an even bigger impact, we approach our work from a systems change lens, which includes building community capacity and influencing public policy.

Momentum became certified as a Great Place to Work in Canada in June 2021. Great Place to Work is a global authority on high-trust, high-performance workplace cultures. We provide competitive compensation and benefits with an unparalleled work environment. We are professional and diverse, so you'll find a range of people and backgrounds working here: from MBAs to Social Workers and everything in between. We're serious about our work but we don't take ourselves too seriously and love to celebrate and have fun along the way. We have high standards within a supportive setting that allows us to achieve a lot and have meaningful impact in the community. We're good corporate citizens with sustainability being one of our values and we take care to reduce our environmental footprint.

If this sounds like a place where you would want to work, please review the position below to see if there's a fit with your skills and experience.

The Role:
This is a cross functional role that provides technical support in all areas across the organization. Support areas will include both hardware and application related domains. Hardware support will range from providing desk side IT, basic software support, audio visual equipment (AV), telecommunications, mobile devices and peripheral equipment. Application support will include activities ranging from data migration, database setup/admin, SQL querying, SharePoint Records Management, Workflows and Forms (design, troubleshooting) etc.Your ability to troubleshoot and work with staff to resolve technology issues will be your core operational activity. You will also provide domain related expertise in new and ongoing project initiatives.

Key areas:
- Triage IT support requests and perform troubleshooting
- Administration of Microsoft environment (Azure, SharePoint, Office365, Active Directory, PowerApps, etc.)
- Provide desk side and classroom support for staff relating to hardware, software, and AV issues
- Provide application and data management support for all systems in use within Momentum. Key areas will include CRM, LMS and Website

Major Responsibilities:

1. **Hardware Support**
- Configuring and deploying computers and peripherals to staff members
- Account administration: creating user accounts, resetting passwords, installing, and maintaining client software and access, etc.
- Ensuring public access laptops and desktop computers, printers, and faxes are functional
- Maintaining accurate, comprehensive asset tracking lists and properly decommissioning and disposing of retired equipment
- Supporting AV equipment located within the meeting rooms and classrooms

- Performing project work as requested by your supervisor

2. **User Support**
   - Triaging IT support requests from staff members, troubleshooting and resolving issues
   - Delivering staff training/orientation on software or hardware
   - Supporting staff with remote access issues, set up and challenges
   - Tracking and identifying recurring problems that could indicate the need for hardware or software upgrades, or user training
   - Providing audiovisual support to contract instructors and staff

3. **Administration of Data Environment**
   - Setup/Administration of the organizations databases
   - Provide guidance and support on data management to end users
   - Document and help improve processes relevant to effective Information Management
   - Implement best practices regarding data management and lifecycle
   - Drive improvements related to data privacy and security
   - Lend expertise to staff in data visualization and report generation
   - Help lead the Organization in management and use of SharePoint
   - Provide technical support for the website that includes PowerApps, forms and associated workflows
   - Has experience programming/scripting

Qualifications
   - Excellent customer service and interpersonal skills
   - Ability to learn and apply new skills quickly
   - A related undergraduate degree/diploma or equivalent technical certifications
   - 3 to 5 years of technology support and some database administration experience
   - Knowledge and experience with Microsoft 365 and Azure Environments
   - Good knowledge and understanding of desktop, laptop, peripheral and mobile device hardware
   - Experience managing Microsoft PowerApps and SharePoint platforms
   - Admin experience with database management
   - Ability to translate business requirements into appropriate technical specifications and actions
   - ITIL foundations considered an asset
   - Ability to prioritize and discern urgent vs. important actions
   - Exceptional team player, with an ability to act on your own initiative while working independently
   - Excellent problem-solving skills
   - Experience in Not for Profits considered an asset
   - Detail oriented, flexible, and unfazed by unforeseen issues
   - Stays current in emerging technologies

To apply:

Please forward resume with covering letter via e-mail to job@momentum.org

Applicants must state salary expectations in their cover letter and the competition number **MOM0901 in the subject line of the email.**

Closing Date: September 26, 2021 or until a suitable candidate is found.

Momentum is an equal opportunity employer. Persons from diverse groups are encouraged to apply.

We wish to thank all applicants for their interest; however, only those selected for interviews will be contacted. **For more information about Momentum visit www.momentum.org**