

## IT Manager

Location: Fort St John BC

Closing Date: Until filled

### Summary

The primary purpose of this position is to assist North Peace Savings & Credit Union (NPSCU) in living out our corporate Mission, ***“Helping our members succeed in life.”*** and our Service Mission, ***“To build rewarding relationships through a superior service experience,”*** by delivering outstanding service to both internal and external members.

Under the general supervision of the Chief Information Officer (CIO), the IT Manager provides support and is responsible for timely and effective resolutions to end-user productivity issues as they relate to IT-serviced computer operations. This will be accomplished by performing question/problem diagnoses, guiding users through to issue resolution, communicating technical solutions and conducting end-user training where necessary. The IT Manager will service as a liaison between NPSCU staff and third party vendors to ensure timely and effective resolution of system issues or business requirements as required.

The IT Manager will participate in, and lead as required, new IT related product and service research, implement changes using project management and change management discipline, and participate and lead projects in cooperation with the CIO and business units.

### Key Responsibilities

- Delivers service to both internal and external members that is in alignment with the Credit Union’s Service Promises.
  - I promise to be respectful in every interaction.
  - I promise to do it right the first time.
  - I promise to deliver more than expected.
  - I promise to keep it simple and easy.
  - I promise to provide innovative solutions.
  - I promise to create a positive and memorable experience.
  - I promise to significantly improve your financial life.
- Meets all established department and service goals.
- Fosters relationship building through service excellence and product knowledge.
- On own initiative, solves problems and/or seeks solutions to problems which may arise.
- Strive for quality assurance, standardization and consistent practices.

### System Administration

- Resolves end-user information technology issues, such as password resets, software questions, PC hardware problems, internet connectivity, and configuration issues.
- Provides technical advice and assistance to staff as needed.
- Engages in problem solving processes with business units/employees/third parties; helping to determine if a problem is present, diagnose and analyze cause of the problem and develop alternatives or solutions; implements alternatives/solutions and evaluates the effectiveness of the resolution.
- Investigates, prioritizes and troubleshoots immediate issues and changes as required providing timely solutions.

- Liaison with Celero for issues relating to the network, including LANs, internet connections and remote dial-up.
- Act as a liaison between NPSCU staff and third party vendors to ensure timely and effective resolution of system issues or business requirements.
- Processes moves, additions, and changes to network and systems access for new, departing, or promoted/demoted employees.
- Supports a standardized desktop/laptop/cell phone and remote computing environment.
- Installs, configures, deploys, tests and maintains Microsoft desktop/laptop systems and business specific software applications as required.
- Maintains and keeps the NPSCU's telecommunication systems running with minimal downtime (phones, webcast services, facsimile).
- Accurately logs work orders/IT tickets and resolutions into the IT work order management system.
- Monitors Celero Solutions ticketing system – ePivotal and internal IT queue and responds to issues.
- Performs maintenance and on site repair on hardware components.
- Conducts training sessions on the use of hardware and software solutions as requested.
- Maintains up to date documentation on inventory and system information.
- Monitor or optimize the performance, security, backup, and recovery of the database.
- Effectively supports NPSCU's banking system and additional internal or third party applications to ensure optimal performance. (i.e. MemberDirect, Lodestar etc)
- Maintain inventory of internal licenses and track compliance recommendations in areas of expertise.

### **New Product / Service Implementation**

- Research new efficient ways of doing business with technology.
- Network with other Credit Unions to determine options, solutions, and best practices.
- Assist management in assessing products. Evaluate new hardware and software to meet company requirements.
- Research all IT related capital purchases.
- Implement appropriate hardware / software for new products / services when necessary; ensure testing and verification of such new systems by either doing it or arranging it.
- Ensure all management/staff are kept aware of forthcoming projects, proposed timing and the potential impact on their areas.
- Know how to install, operate all hardware and software for all positions in the company.
- Stay up to date on all hardware/software security changes as recommend by Celero Solutions.
- Assist service and support and product development with IT related questions pertaining to outside networks.
- Help educate and train business users to implement best practices, to leverage technology investments.

### **Project Participation**

- Participates in organizational IT projects and improvement initiatives in a participation and/or leadership role.
- Continuously review, research, test, implement, document and train on scheduled projects or initiatives involving the development of procedures and resource material accessible to staff to refer to for future reference.
- Prioritizes work and manages multiple assigned projects and tasks at the same time.
- Liaise with Celero Solutions IT Project Managers on IT related projects and initiatives
- Completes workflow analysis to determine if a project is required for a given system enhancement.
- Develops business cases, as requested by the CIO, for management approval.

- Works with project teams to help identify project goals and timelines.
- Works with business units to identify the appropriate role of IT Support in the project.
- Ensures all key stakeholders are included in the process.
- Ensure changes made to systems and processes meet with industry standards and improve productivity of affected departments.
- Develops test plans and conducts quality assurance testing.
- Documents policies, procedures and business rules to ensure new systems or changes to current systems are implemented successfully.
- Co-ordinates user training, if necessary, with the Learning and Development department.
- Provides advice, consulting and proactively offers suggestions or potential solutions to assist internal customers streamline existing processes; works one-on-one with and/or attends meetings to advise on technical aspect of business unit operations to establish business and technical direction.

### **Other Responsibilities**

- Prepare IT budget and monitor spending appropriately.
- Generate reports as requested by the CIO
- Assist staff in special events and activities required by their immediate supervisor.
- Adheres to security procedures as they pertain to the position
- Sundry duties as assigned.

### **Education & Experience**

- Requires a technical degree in Information Science, CS, or equivalent skill gained through experience coupled with 2+ years of experience in systems (hardware and software) support
- Additional Information Technology related certifications would be an asset.
- Continuous development programs as identified by Manager and discussed in employee development plan.
- Experience in HTML, SQL, Wordpress, Social media platforms and OS platforms.
- Experience in using graphic design applications
- Experience in technical support and/or training is a plus.
- Experience in database administration, development, and web design.
- Experience with Windows Server and Active Directory Administration.

### **Required Knowledge Skills & Abilities**

- Highly motivated.
- Capable of working independently and as a team member.
- Capacity to maintain attention to detail in high-pressure situations.
- Ability to solve problems analytically and creatively.
- Effective listening and investigative skills are required.
- Ability to manage multiple assignments and meet deadlines.
- Ability to multi-task and deal with difficult and stressful situations.
- Proven commitment for life-long learning and self-development demonstrated by continuous upgrading of skills and knowledge as assigned by the CIO.
- Excellent interpersonal, written and oral communication skills to deal effectively with a diverse workforce.
- Fluent with database applications, word processing and spreadsheets with an emphasis on Microsoft Office products.
- Knowledge of technology architecture.

- Extensive knowledge of installing, maintaining and troubleshooting Windows desktop operating systems.
- Knowledge of IT principles, concepts, and methods; systems testing and evaluation principles, methods, and tools; IT security principles and methods; Internet technologies; and/or emerging information technologies.
- Must have a strong familiarity with PC hardware, software and peripherals in a Microsoft environment.
- Must possess strong analytical and have the ability to work with minimal supervision in a team environment.
- Ability to maintain database-driven content management systems.
- Ability to work occasional off-hours duty to permit timely attention to mission-critical functions.
- Flexibility required as weekend and evening work will be necessary at times. Must have a reliable vehicle as occasional travel will be required.

### **Core Competencies**

- Leadership
- Accountability
- Adaptability
- Analytical Thinking
- Communication
- Planning and Organizing
- Problem Solving
- Results Orientation
- Risk Management
- Service Orientation
- Teamwork

This role description duties may be added, removed or changed from time to time.

If interested please submit cover letter and resume in confidence to:

Olivia Young, Human Resources Specialist  
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Fort St. John, BC, V1J 3Z1  
E-mail: [careers@npescu.ca](mailto:careers@npescu.ca)

For a complete role description, visit: [www.npescu.ca](http://www.npescu.ca)  
North Peace Savings thanks all applicants for their interest; however,  
only those selected for an interview will be contacted.