



Make-A-Wish® creates life-changing wishes for children with critical illnesses. We seek to bring every eligible child's wish to life because a wish is an integral part of a child's treatment journey. Research shows children who have wishes granted can build the physical and emotional strength they need to fight their illness.

Make-A-Wish® Canada is an affiliate of Make-A-Wish® International, the largest wish-granting organization in the world, making dreams and wishes come true for more than 500,000 children since 1980.

Join our team as a:

**Senior Manager, Information Technology**

**Location: Greater Toronto Area (Temporarily Remote during COVID-19 Pandemic)**

**Regular Full-Time (37.5 hours/week)**

**Reference #: MW012**

**Job Summary**

This position is accountable for providing leadership to successfully support the technology direction for Make-A-Wish® Canada. This role identifies changes in trends within computer & systems technology & brings current & future knowledge of technology systems as it relates to the organization's strategic plan. This individual also directs all IS operations to meet requirements & supports & maintains the existing infrastructure & applications. Develops new technical solutions, ensuring all systems (hardware & software) are optimally & cost effectively functioning nationally.

**PRIMARY RESPONSIBILITIES**

- Ensures that technology is aligned with the overall business strategy of Make-A-Wish® Canada,
- Support the capture & build of enterprise-wide knowledge & information,
- Integrates applications ensuring the most efficient & cost-effective use,
- Supports efficient revenue, donor, & volunteer management,
- Utilizes technology to improve internal processes & data workflows,
- Researches new technologies & IT concepts to improve Make-A-Wish® Canada's ability to leverage technology,
- Effectively administer and manage all Microsoft 365 resources including servers, active directory, email, security, SharePoint sites, Teams, etc



- Regularly evaluate & maintains all operating systems, hardware (servers, computers, routers) and software applications ; upgrade where applicable,
- Monitors the performance of all systems & applications to ensure a high degree of uptime,
- Enforces strict security protocols to all applications & systems by adhering to the PCI DSS compliance requirements for the organization,
- Ensures backup procedures are operational & tested on a regular basis,
- Manages/supports the integration between all enterprise applications & databases (i.e., Salesforce & Great Plains),
- Analyzes complex business needs presented by the business, collaborates with the appropriate departments to assess & recommend IS solutions that support the organization's needs making sure the appropriate prioritization & timing are in line with the requirement & expectations,
- Manages IT projects to meet established goals of the organization,
- Manages and resolves daily IT-related requests (account setup, support, software troubleshooting, etc)
- Develops & maintains supplier relationships, external consultants & IT vendors; including to ensure efficient & cost-effective acquisition of technology,
- Oversees warranties, renewals & service agreements,
- Provides IT-related training & developmental opportunities to all employees,
- Promotes an environment that encourages initiative, continuous improvement & learning & the generation of innovative ideas,
- Collaborates with colleagues as appropriate in fulfilling the goals of the organization,
- Manages all expenses to the approved budget making efforts to minimize costs & expenses,
- Maintain technology asset tracking; recommends & purchases technology systems & assets,
- Works in compliance with the provisions of The Occupational Health & Safety Act in the applicable province of employment & its regulations, & complies with the Foundation's Health & Safety Policy,
- Other duties as assigned.

### **Staff Management Accountabilities**

- Recruits, engages & retains qualified employees to meet business priorities.
- Provides support & direction in the development, alignment & accomplishment of objectives through on-going performance feedback, recognition & coaching.
- Provides a safe & healthy work environment for team members & relevant stakeholders. Ensures they work in compliance with The Occupational Health & Safety Act in applicable province of employment, its regulations, & the Foundation's Health & Safety Policy.

### **Financial Accountabilities**



- Monitor department adherence to financial policies & controls. Determine expense projections as part of the budgeting & forecasting process. Authorize expenditures within approved guidelines. Monitor expenditures against budget & forecast & initiate appropriate remedial activity as required.

## **QUALIFICATIONS**

- 5+ years of direct work experience in an IT management capacity, preferably in the not-for-profit sector.
- University degree preferred,
- Knowledge of IT systems infrastructure, hardware, software applications, products & solutions
- Deep knowledge of Microsoft products & solutions
- Certification in MCSE, ITIL, MCSA, A+, & Network+ is an asset.
- Solid coaching, & motivation skills to positively influence the performance of staff.
- Strong relationship management for managing relationships with key stakeholders & external contacts.
- Self-directed & able to work with minimal supervision.
- Able to solve complex problems, make decisions & work independently, while collaborating at a national level ensuring execution of short & long-term plans.
- Strong planning & prioritization skills to develop & execute effective plans.
- Ability to recommend IT strategies, objectives, & actions plans that will ensure the attainment of objectives.
- Proven success in assessing situations to determine the importance, urgency, risk, & make clear timely decisions in the best interests of organization.
- Experience managing a VMware ESXi & Cisco Networks environment.
- Experience managing PCI DSS compliance.
- Experience with Blackbaud Raiser's Edge, MS Dynamics CRM & MS Dynamic GP.
- VEEAM, Windows administration, Active Directory administration, MS Exchange, SQL Server.
- Advanced proficiency/certification in MCSE, ITIL, MCSA, A+, & Network+, CCNA, CCNP, VCP

## **WORKING CONDITIONS**

- Office environment with occasional requirements to work outside of regular office hours.
- Occasional day/overnight travel.
- Access to a reliable form of transportation is required to fulfil responsibilities of this position.



## **PHYSICAL & MENTAL EFFORT**

- Work under pressure of tight deadlines, with high volume workload, & with multiple demands & changing priorities
- High degree of responsibility for technology systems.

## **WHAT WE OFFER**

Make-A-Wish® Canada offers meaningful opportunities to make an impact. We are committed to fostering a culture that aims to change lives, foster compassion and better humanity.

In return for your contributions, we offer an attractive compensation package that encompasses a competitive salary, excellent benefits and the opportunity to have a rewarding employment experience where your contributions can make a true difference every day.

## **HOW TO APPLY**

Qualified candidates are invited to send their resume and cover letter stating salary expectations, and quoting the reference **Senior Manager, Information Technology, Posting MW012** in the subject line of the email by May 11, 2021, to:

Make-A-Wish® Canada Human Resources, Hr.Recruitment@makeawish.ca

We thank all applicants for their interest and advise that only those selected for an interview will be contacted. No phone calls, please.

Make-A-Wish® Canada provides equal opportunity in employment and encourages applications from all qualified persons. Accommodations are available on request for candidates taking part in all aspects of the selection process.

## **JOIN OUR ONLINE COMMUNITY**

For more information on how you can support Make-A-Wish® Canada or get involved please visit our website at [makeawish.ca](http://makeawish.ca).