



**JOIN OUR TEAM. CHANGE YOUR CAREER. CHANGE THE WORLD.**

## **SUPPORT ANALYST – OTTAWA**

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**Organization:** Plan International Canada  
**Reports to:** Manager, Network Services  
**Location:** Ottawa (130 Slater Street)

### **About You**

Are you passionate about equal rights for all children and equality for girls? Can you see yourself being an integral member of a team that works towards transforming lives in developing countries? Are you confident that you can be part of a high performing team focused on supporting Plan's lines of business with robust technology solutions and providing excellent support and customer service to continue to meet their changing needs as growth continues.

Are you passionate about Information technology service and customer support? Are you an experienced people manager with strong information technology and process management skills? Have you had success with transforming an organizational function and managing multiple complex activities simultaneously? Are you a trusted advisor to business and leadership with strong management and leadership skills with a collaborative working style and an ability to engage with diverse internal stakeholders adding value to organizational excellence and encouraging creative problem solving?

### **Why a career with Plan?**

A career with Plan International Canada offers individuals a meaningful experience that drives professional development and a rewarding opportunity to use their skills and talents to help make a difference in promoting child rights to end child poverty. Are you ready for an opportunity to join one of the largest International NGOs in the world, creator of the award winning "Because I am a Girl" global movement, working to end gender inequality and promote girls' rights? Are you excited about playing an important role in determining the future of millions of children and families globally?

Employees at Plan International Canada's National Office strive to make a difference in the lives of children and their families through sustainable, child-focused community development.

Joining our dynamic team of experts and specialists can change your life too!

Our unique culture fosters a supportive, flexible workplace where employees are encouraged to bring their whole selves to work. As a member of a diverse, dynamic, high-performing team, each Plan employee is driven to learn, valued for their contribution and approaches each day excited to make an impact.

We are proud of our award winning corporate culture validated by our *Canadian Nonprofit Employer of Choice* award for 2015 and 2016 and *Canada's 10 Most Admired Corporate Cultures* since 2012.

Join our high performing team and change your career...change the world!

### **The Organization**

Founded in 1937, Plan International is one of the world's oldest and largest international development agencies, working in partnership with millions of people around the world to end global poverty. Not for profit, independent and inclusive of all faiths and cultures, Plan International strives for a just world that advances children's rights and equality for girls. **Because I am a Girl** is Plan International's global movement to transform power relations so that girls everywhere can learn, lead, decide and thrive.

Plan Canada's Toronto and Ottawa-based offices undertake fundraising, donor engagement and public outreach initiatives that support programs that are implemented in more than 50 developing countries across Africa, Asia and the Americas. Plan has a dedicated staff of over 200 employees whose role is to support quality programming in the areas of health, education, water and sanitation, economic security, gender equity, child protection and participation, and humanitarian assistance.

Further information can be found at: [plancanada.ca](http://plancanada.ca).

### **The Position**

Reporting to the Manager, Network Services, the Systems Administrator (SA) is responsible for providing applications and technical support to Plan's user community for a wide range of IT systems, platforms and applications. Working in a fast paced environment the SA will interface primarily with internal users to action issues and requests and liaise closely with other IT colleagues to ensure smooth escalation and resolution as required. The SA must possess technical aptitude as well as excellent customer service skills and be willing to provide support coverage as scheduled to meet Plan's operational needs – including after-hours on call support.

The organization is strongly committed to information technology as an enabler of growth and leadership in the non-profit space. This role will equip and enable customers to adopt and maximize the use of technology to support this goal.

### **What does success look like?**

This role is focused on providing a range of general information technology support to the Ottawa office. Working closely with the team in Toronto, this person will focus on meeting a wide range of internal customer needs including network and infrastructure support, application support, equipment provisioning, management of audio-visual and telephony solutions and responding to local help desk ticket requests. This person will also be the local resource for new information technology initiatives and can act as a conduit for information on general information technology initiatives as well as supporting project implementation locally. This person will be able to manage this wide range of activities in a proficient and customer-focused manner.

### **Key Responsibilities Include:**

As the lead IT resource in our Ottawa office, this position is responsible for a wide range of customer support and local technology planning, including

- Respond to requests for assistance and service according to Plan's Service Management process and provide technical support for both hardware and software issues for staff based in Ottawa as well as remote based staff (elsewhere in Canada and globally, including those based in other Plan International offices).
- Provide support to servers, storage, network, printers and phone system including remote support to the Toronto office as required.
- Investigate issues and report to stakeholders and IT management for matters related to business applications, or client software and hardware and resolves as appropriate according to agreed Service Level Agreements (SLA) and Service Level Objectives (SLO).
- Create and maintain user security profiles and access for end users as per approved access requests.
- Assist the Toronto based IT team with system maintenance and administration tasks for both our Ottawa and Toronto infrastructure systems.
- Process new hires, move change and termination requests.
- Liaise with external vendors to provide information related to the resolution of problems as required, including ordering equipment, IT supplies, scheduling of repairs and maintenance.
- Configure and deploy a wide variety of client computing technologies including but not limited to: desktops, laptops, smartphones and tablets.
- Prepare and provide technical support for the monthly Town Hall meetings and other regularly scheduled meetings, as well as any special events. Provide training to end users in client-based products such as Microsoft Windows, Office, use of A/V systems and telephony solutions.
- Provide technical and operations support to Plan's development, testing and staging 'lab' environments.
- Maintain inventory of IT hardware.

**As our ideal candidate you will have:**

***Required Skills***

- An aptitude for technology and management of multiple competing activities.
- Information Technology Degree or equivalent experience.
- 2 years of related IT industry experience with technologies used by Plan (Windows, Microsoft Office, Exchange, Active Directory, VMware Virtualization, Dell/HP hardware and Cisco VOIP solutions)
- Knowledge of best practices related to IT service processes and service management.
- Ability to work independently, as the local face of the Toronto-based support and delivery team, while working collaboratively as part of that Toronto based team
- Superior communication skills both verbally and in writing.
- Experience dealing with external vendors and suppliers.
- Exceptional customer service attitude and focus.

***Nice to have:***

- Experience with Cisco Switches, routers and firewalls (CCNA), CRM Blackbaud product

**How to apply:**

To express interest in this exciting opportunity to join a dynamic organization and a high performing team please forward your CV and covering letter, outlining your skills, experience and salary expectations to [gethired@plancanada.ca](mailto:gethired@plancanada.ca) by September 8, 2017. Please reference **Support Analyst – Ottawa** in the subject line.

Plan International Canada is an inclusive workplace, and is committed to championing accessibility, diversity and equal opportunity. Requests for accommodation can be made at any stage of the recruitment process providing the applicant has met the bona-fide requirements for the open position. Applicants need to make their requirements known when contacted.

Consistent with our Child Protection Policy the successful candidate must receive clearance by a police background check, including the vulnerable sector screen.

Applicants must be eligible to work in Canada for the duration of the work term. Proof of eligibility will be required.

Plan International Canada sincerely thanks all applicants for their expressed interest in this opportunity however only those selected for an interview will be contacted. No phone calls please.

**Thank you for your interest in a career at Plan**