



Last Updated: June 2024

Job Title

IT Digital Solutions & Automation Specialist

Impact Statement

The IT Digital Solutions & Automation Specialist is responsible for ideation, development, and implementation of innovative business solutions for both office-wide, and departmental specific digital objectives. Working collaboratively with the Sr. IT Manager the solutions focused branch of the IT department will continue to grow to leverage the MSF M365 Environment and the Cloud Computing ecosystem. This is a highly technical position for someone who can dive deep, build complex, M365 optimized architectures/solutions, and help staff accelerate their adoption of M365 services through optimized workflow and automation, data centric processes, and good knowledge management practises.

Key Responsibilities

- Work with IT, other departments, and MSF's leadership team to evaluate business workflows, ideate, and implement digital solutions.
- Integrate Digital systems using the M365 environment as a core integration hub
- Lead on Digital knowledge as it relates to Integration, Databases, CRMs, Digital optimization and automation
- Develop the Digital Roadmap and move MSF Canada to a 100% efficient digital & data focused organization
- Build business intelligent insight dashboards in concert with Data owners

Job-Specific Responsibilities

Systems Integration

- Build, support, and maintain integration engine for MSF Canada data systems
- Integrate disparate systems in leverage data insights, smoothing business process, and ensuring good data hygiene, while maintaining privacy, and security
- Support departments in migration of systems/data from legacy to cloud centric solutions on the M365 platform and others platforms as required.

Business Process Automation

- Work with Staff & leadership on Business process mapping, refinement and engage in migration to automation, and efficient digitalization
- Build automation workflows to smooth adoption and use of systems to maximum HR resources, and reducing manual data entry work
- Develop business cases, and new solutions to replace current practices with smart digital workflow solutions

Digital Solutions Development

- Develop in house digital solutions using the M365 power Platform

- Support ongoing development in production environment on the M365 power platform
- Research, collaborate on, and implement digital solutions for the strategic and efficient use to maximize MSF Canada's limited human and financial resources
- Integrate disparate systems using Python, Postgres, Azure, AWS and commercial 3rd party tools
- Be knowledge expert on all Power Suite & Azure integration services

Strategic insights

- Provide support and insight to the Annual planning process, and the digital roadmap

Core Competencies

- **Analytical Thinking** Proficiency level 3: Analyses and interprets data and information from a variety of sources in a way that facilitates the proposal of solutions and decision-making
- **Initiative and Innovation;** Proficiency level 3:Takes active steps to convert problems into opportunities for improvement in the medium and long term
- **Service Orientation;** Proficiency level 3: Anticipates clients' needs
- **Results and Quality Orientation;** Proficiency level 3: Improves performance and sets ambitious and realistic goals
- **Behavioural flexibility;** Proficiency level 3: Communicates and provides information even when they are not the team leader

Knowledge and Experience

- Proven ability and experience integrating solutions the M365 platform
- Vast experience in Power Suite development(Power Apps, Power BI, Power Automate)
- Working knowledge of CRMs & SQL
- Mastery of business process automation
- Programing experience in PowerShell, Python, SQL and low code environments

Education, Certifications, and Languages

- Fluency in written and spoken English

Working Conditions

- Work is generally carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m.), some weekends and evenings may be required
- Flexible work hours available and hybrid work model (40% in office, and up to 60% work from home)
- Office environment is open concept and workspace is shared with colleagues
- Workstations consist of sit/stand desks, anti-fatigue floor mat, swivel chair, laptop with dock and double monitor
- Work requires long hours in front of a computer/laptop screen
- Domestic travel required (up to 5% of working time)
- International travel required (up to 5% of working time)
- High pressure to deliver during migrations and critical outages

Job Information

Position Level: Individual Contributor

Department: Information Technology

Position Status: Permanent

Activity Rate: 100 % (37.5 hours per week)

Location: Toronto or Montreal

Salary Grade: Level 16 on the MSF Canada Salary Grid, \$87,850-94,358 per year (non-negotiable)

Status: Must be legally authorised to work in Canada; MSF Canada is not in the position to support a work permit process for any applicant outside of Canada

Benefits: Health Spending Account, Lifestyle Spending Account, group insurance (Life, Dependent Life, AD&D), Peace of Mind plan (i.e. prescription drugs, accidental dental, hospital care, etc.), 5% RRSP contributions (no matching required), starting 4 weeks' Vacation/year, flexible work hours, annual professional development budget, Employee and Family Assistance Program (EFAP), and a positive and innovative office culture grounded in our core values of humanity, integrity, and results.

Additional Information

MSF Canada is a people-focused humanitarian organization that is proud to offer a diverse, collaborative, and inclusive work environment. We strongly believe this approach enhances our work and we're committed to equity in employment. The organization seeks to attract and engage the best professionals to join and maintain meaningful, productive, and lasting work relationships. We embrace diverse motivations and backgrounds of people working together to exhibit their passion in action for the social mission of MSF.

MSF Canada acknowledges the existence of systemic racism and oppression and is committed to sustaining and strengthening its anti-racism and anti-oppression (AOAR) efforts. As MSF Canada continues to grow and strive to remove barriers in its offices in Canada and in MSF work environments abroad, we welcome applications from individuals with unique experiences of intersectional oppression on the basis of their social markers such as their ethno-racial identity, age, gender identity, education, socio-economic status or place of origin. We encourage Black, Indigenous, People of Colour, LGBTQIA2S+ people, individuals living with disabilities and any individual experiencing vulnerable circumstances to apply.

In line with MSF's December 2021 pledge to reduce our carbon emissions by 50% by 2030, compared to our 2019 baseline, we encourage everyone to embrace and embed sustainable and climate-friendly practices. Applying a climate and planetary health lens will help us improve our operational impact. Facing climate change and environmental degradation through our operational activities by focusing on mitigation and adaptation will decrease our dependency on fossil fuels, reduce our ecological footprint and help protect human health. Everyone, at all levels, with all skill sets is needed to address the global threat of climate change.