



Last updated: August 2024

## Job Title

# Information and Technology (IT) Support Specialist (interim)

## Impact Statement

The IT Support Specialist is responsible for day-to-day support and administration of MSF Canada's IT infrastructure, IT services, and projects, and will be a champion in the development, implementation, documentation, and support of technology solutions for MSF Canada. They will also be responsible for supporting employees in various areas, including computer systems, and applications both local & cloud.

## Key Responsibilities

### Technology and Solutions:

- Work collaboratively with the IT team on new technology, solutions, and projects, supporting issue and change management
- Evaluate and optimize tools to ensure integration with existing organizational technologies
- Advise management of applications, advancements, or potential system enhancements in support of future requirements or improvements
- Keep abreast of critical Cyber Security developments and best practices

### End-User Support:

- Coordinate and/or perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, systems, and applications
- Provide first-level help desk services on software and hardware issues, with a view to maintaining and keeping the systems running with minimum downtime
- Provide orientation to new users of existing technology
- Support desktop and meeting room video conference equipment/services

### Technical Support:

- Support the MSF Canada Office 365 Collaborative environment (SharePoint + O365 applications)
- Troubleshoot errors and fix system issues; perform routine maintenance on user desktops/laptops, including account creation and support
- Develop, maintain, and manage relationships with clients (including internal staff) and partner organizations to implement and manage projects, and managing expectations during project delivery
- Provide internal information technology support, such as server security, software updates, and hardware maintenance
- Participate in moves, additions, and changes to network and systems access for new, departing, or transitioning employees. This includes re-imaging and configuring computers, and desk setups and moves

## Core Competencies

- **Initiative and Innovation; Proficiency Level 2:** Takes action in complicated and critical situations; Works towards solving a problem despite uncertainties; Offers more than one solution for difficult situations when procedures and guidelines are not relevant or sufficient
- **Service Orientation; Proficiency Level 3:** Anticipates clients' needs; Offers services that deliver added value to clients; and is proactive in ascertaining the future needs of clients and understanding their underlying needs.
- **Planning and Organizing; Proficiency Level 2:** Anticipates potential incidents and deviations from the planning and foresees solutions and keeps priorities identified and distinguishes between important and urgent issues
- **Analytical Thinking; Proficiency Level 2:** Breaks a problem down into parts and analyses each part in detail and sees beyond the surface to get to the root of a situation, problem or potential opportunity
- **Cross-cultural Awareness; Proficiency Level 3:** Can incorporate patterns and adjust behaviour (i.e. habits and customs) according to the environment (place and context) and to the culture of colleagues, and incorporates experiences and different opinions, making references to them, interacting in an efficient, positive and integrated way
- **A Commitment to MSF's Principles; Proficiency Level 1:** Understands and supports the commitment to provide medical assistance to populations in distress, observing the principles of humanitarian action and medical ethics, and the willingness to direct their interest and behaviours towards the social mission of MSF

## Knowledge and Experience

- Demonstrated experience in intermediate technical support or technology coordination roles
- Knowledge and experience with SharePoint administration, rights management, and IDaaS solutions
- Advanced knowledge of Windows Server, Windows and MAC OS, Networking topologies like TCP/IP, Internet applications, Active Directory, Azure and Microsoft Office suite
- Experience working with different hardware (Windows based PCs and laptops, mobile devices, etc.), applications (O365 Office Suite) and technologies (Exchange, Windows/MAC/Server OS's, VMWare)
- Knowledge of VoIP, cell phone technology, and videoconferencing
- Demonstrated problem solving, organizational and interpersonal skills
- HTML/CSS/PHP/JavaScript, Anti-Virus & Firewall Security, and Virtual Private Networking are all desirable

## Education, Certifications and Languages

- ITIL, CCNA or other IT-related certifications, desirable
- Fluent in English essential
- Advanced proficiency in French essential

## 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
- The office environment is open concept and workspace shared with colleagues
- Workstations consist of sit/stand desks, laptop docking for dual monitors and ergonomic seating
- Work requires long hours in front of a computer/laptop screen
- < 5% domestic and international travel to MSF Canada offices, MSF international offices & possibly to MSF project sites
- Contact with employees, MSF Partner sections, vendors, and Shared Informational Technology Services
- Hybrid working environment with two-three days per week in office required

## Job Information

**Position Level:** Individual contributor

**Department:** Executive Director's Office, IT

**Position Status:** Temporary, 7 month contract

**Activity Rate:** 100 % (37.5 hours/week)

**Location:** Montreal

**Salary Grade:** Level 12 on the MSF Canada Salary Grid

## 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.