



MANAGER OF INFORMATION TECHNOLOGY

Job Title: Manager of Information Technology

Job Type: Permanent, Full-Time

of Positions: 1

N1 Solutions inc. is full-service business to business leader in Northern Ontario providing integrated business services in security, innovation (Technology & Information Technology) and consulting. We are proud to have many First Nation partnerships and successful business relations across the north. Our goal is to solve problems for our customers, remain highly responsive and provide the solutions our customers need to focus on their business operations.

N1 Solutions Inc. is looking for an independent and motivated individual to join our team in the role of **Manager of Information Technology** in the Sault Ste Marie area.

Reporting to the Managing Director, Innovation, the Manager of IT Services is responsible for managing all technical resources and operations to meet organizational and client requirements as well as the support and maintenance of infrastructure including (but not limited to) Wide Area Network, Local Area Networks, e-mail, database servers, PC's/laptops, printers.

Duties and Responsibilities:

- Provide outstanding client service and contribute to sales volume growth; resolve customer requests and promote client retention.
- Act as an advisor, consultant and thought leader for our clients and prospects and be responsible for delivering tailored solutions drawn from a variety of our established capabilities and service offerings.
- Develop proposals and quotes for complete client solutions.
- Review and contribute to improving new processes, procedures, or new product roll-outs.
- Contribute to the building of new resilient and repeatable service models and the continual development and enhancement of our existing offerings.
- Be able to provide both hands-on and hands-off support and maintenance.
- Lead or participate in due diligence to validate architected solutions.
- Completion of all necessary management reports, including providing regular written progress updates within our opportunity tracker.
- Plan and designate project resources, budget, monitor progress and keep stakeholders informed.
- Participate in developing and maintaining our corporate standards.
- Manage projects to ensure they are completed in a timely fashion and within budget.
- Own and prioritize service improvement activities.
- Define and measure various service metrics and key performance indicators associated to the delivery of our service offerings.
- Support the development of relationships with customers and prospects including actively promoting Managed Services solutions.



- Manage multiple vendor relationships.
- Provide technical assistance with computer hardware and software.
- Resolve & track issues for clients via phone, in person, or electronically.
- Recommend hardware and software services improvements.
- Manages a highly skilled team of IT and Technical members

Qualifications:

- Bachelor's degree or diploma (with demonstrated experience) in a computer related discipline such as computer science, information technology, or information science or an equivalent combination of work experience and education/certification.
- At least 5 years experience in an IT operations environment encompassing desktop, server, network, cloud technologies, security operations, and infrastructure monitoring and management.
- Project management professional (PMP certification preferred)
- Minimum 5 years of project management and related experience
- Prior experience managing teams of technical employees.
- An exceptional team leader capable of motivating and inspiring technical teams to deliver quality work.
- A deep understanding of customer service and helpdesk, with prior experience managing a service desk or call center preferable.
- Proficient in IT service management practices.
- Valid Driver's License, Access to a reliable vehicle and Drivers Abstract.
- Clear Police Record Check (CPIC)

At N1 Solutions you can expect:

- Competitive wages
- Employee benefits
- Employment growth opportunity
- Ongoing room for advancement
- Expert training
- A diverse and flexible combination of sites and schedules
- Being a part of a team and company that appreciates each other and your efforts

Our company and our employee's success go hand in hand. Are you ready to join our team?

Apply online or send in your resume to hire@n1solutions.ca by May 14th, 2021. Please quote the job title.

N1 Solutions Inc. is an inclusive employer. Accommodation is available in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005. Individuals requiring accommodation during the application and/or the



interview process should contact Human Resources as soon as possible to make appropriate arrangements.

Only those who qualify for an interview will be contacted. An offer of employment will be conditional upon an acceptable vulnerable sector records check.