



Navitas North America IT Officer

Navitas is a diversified global education provider that offers an extensive range of educational services for students and professionals including university programs, language training, workforce education and student recruitment.

The position will be based at the International College of Manitoba (ICM). The College is located on the University of Manitoba's Fort Gary campus, in Winnipeg, Manitoba. ICM is part of Navitas Limited.

We currently have an opening for a self-motivated, highly organized and capable individual to work as a IT Officer within our team.

Position Purpose:

The IT Officer is responsible to provide high quality customer services to all Navitas North America based businesses and divisions under the supervision and direction of the North American IT Services Director. Amongst other things, duties include providing staff appropriate IT support, training, and advice, maintaining IT systems and ensuring hardware and software requirements are adequate throughout the business units

Essential:

- Bachelor's Degree in IT or other equivalent tertiary qualification or an equivalent combination of relevant experience and/or education/training.
- Demonstrated excellent customer service and communication skills, including telephone and writing skills and the ability to communicate technical concepts to non-technical staff at all level.
- Demonstrated knowledge and/or experience in some or all of the following: Windows OS (desktop & server), MS SQL Server, Linux, PHP, Apache, MySQL, Java.
- Demonstrated knowledge on computer network and Active Directory service.
- Demonstrated good organizational skills.
- Personal characteristics, demonstrated ability to contribute effectively in a team and work independently, demonstrated flexibility and ability to work in a changing service environment, demonstrated initiative and motivation to achieve specified goals, demonstrated enthusiastic and proactive approach to work.
- Travel will be required. Having a current passport is essential.

Desirable:

- Knowledge in an IT Service Management best practice framework (highlighting any ITIL knowledge and/or experience).
- Experience working in a distributed office environment, domestically or regionally.
- Experience in dealing with International Students.

What we offer

An attractive remuneration package will be negotiated with the successful candidate. The Navitas Group offers outstanding long-term career opportunities within Canada and abroad, and is values driven and an equal opportunity employer.

Enquiries and applications, including a cover letter and resume, should be sent to hr@fraseric.ca

Applications close at 5pm on August 22, 2014.

Position Description

Position Title: North American - IT Officer

Date Prepared: July 2014

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Key Relationships:

- i. North American IT Services Director
- ii. Executive Directors of the Business Units
- iii. General Manager Navitas Canada
- iv. Director of Corporate Services North America
- v. Executive Director Teaching, Learning and Quality Navitas UPD USA
- vi. Executive General Manager UPD North America

Duties and Responsibilities

- Developing and maintaining effective relationships with staff, other divisions and third parties and liaising closely with them;
- Dealing promptly and effectively with staff, other divisions and third parties on all information management and technology related matters including but not exclusive to 1st and 2nd level IT support
- Learn, manage and assist with all campus management systems and student portal used by Navitas UPD North America including but not exclusive to application client installation and configuration, user training, developing reports, documentation and trouble shooting
- Maintain and Report on IT asset inventory on a bi-annual basis to the North American IT Services Director.
- Arrange quotes on hardware and software as required per company guidelines
- IT support including recommend and report on hardware / software upgrade requirements from time to time, maintain company standardized image on computers, and installing additional hardware and/or software as required and approved.
- Ensuring privacy regulations are understood and implemented; cooperating with other Navitas staff and external parties in a way which ensures Navitas complies with privacy regulations
- ensuring client records and personal information are stored securely according to Navitas privacy policy
- An understanding of and commitment to Navitas UPD North America's quality policy and practices.
- Assist in development of data reports for business units utilizing the campus management systems and student portal.

- Assist business units with IT related issues during enrolment.
- Contribute to Navitas projects as required.
- Any other duties as assigned by the North American IT Services Director.

SELECTION CRITERIA:

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