

JOB DESCRIPTION

COORDINATOR, INFORMATION TECHNOLOGY (IT)

Reports To: Chief Operating Officer

Hours & Location: 37.5 hours per week, Victoria BC. This is a standard hybrid position, though remote work may be considered.

Position Overview

The Coordinator, IT provides administrative and operational support to various provincial and federal programs that are delivered by Investment Agriculture Foundation of BC (IAF). The Coordinator, IT will work with the Manager, Operations and the Manager, Programs to ensure the effective and efficient delivery of programs through IAF's online client portal. In addition, the Coordinator, IT administratively supports the Programs Team in addressing client concerns, preparing projects for approval, and contracting processes for various programs. This position is an integral member of the IAF team and is expected to follow IAF processes and reflect IAF's values.

Core Competencies

- **Attention to Detail and Quality Orientation:** Diligently attends to all areas of work, demonstrates care and attention to detail, and pursues quality in completing tasks.
- **Planning, Coordinating & Organizing:** Uses effective planning to determine the steps needed to achieve results, manages time and resources appropriately, and is accountable to following those steps to reach goals.
- **Flexibility & Adaptability:** Easily adapts to different conditions and changing situations within one's role and the organization and demonstrates openness to new ways of doing things.
- **Communication:** Listens actively and articulately conveys information verbally and in writing, ensuring mutual understanding using appropriate language, style, and methods depending on audience and purpose of communication.

Key Responsibilities

Programs

- Support the creation of and follow administrative processes and procedures for the programs department

- Analyze, summarize, and report on data for project and program reporting

Operations

- Act as a liaison between the other teams and operations team to ensure the needs of those groups are being communicated and implemented into IAF systems
- Support the development of a proactive and productive work plan with the Operations Team to migrate programs into Fluxx
- Support Manager of Operations to develop a project schedule and discrete task support list to ensure the timeline for implementation is moving forward
- Support Fluxx quality assurance to ensure the best user experience
- Support the development and maintenance of IAF's manuals, processes, and procedures, including updating, continuous improvement and documentation.
- Support the development of IAF's IT systems including testing and training, and provide IT support for implemented systems
- Support training and orienting new hires to Fluxx.
- Additional responsibilities as assigned within the scope of the role

Communications

- Support the communications team with client service needs as required
- Assist the communications team in developing and implementing a communications strategy designed to further organizational objectives
- Support the communications team as required with entering data and running reporting

Finance

- Support the finance department as required with entering data and running reports
- Where required, review and verify financial and reporting documentation for compliance with appropriate policies and procedures
- Assist with the timely delivery of project report reviews, verifying source documentation for accuracy and completeness

Knowledge, Skills, and Abilities

- Knowledge of CRM and data management protocols
- Knowledge of project management principles and practices
- Working knowledge of a Project Management System or other grant management systems (FLUXX preferred)
- Ability to navigate the Microsoft Office Suite desktop applications including spreadsheets, database maintenance, presentation software and word-processing; intermediate knowledge of Excel

- Ability to work well under pressure to meet deadlines
- Ability to think critically and analytically and analyze, consolidate, and interpret information
- Ability to effectively work with and support a dynamic and diverse group of professionals and maintain strong relationships

Qualifications and Experience

- Diploma in business, economics, computer science, or other related field
- Minimum 1 year experience in program delivery, relations development, or logistics/planning
- Equivalent combination of education and/or experience will be considered
- Experience managing and reporting on budgets and financial tracking an asset

Working Conditions

- The standard schedule is Monday to Friday though days may vary based on position requirements.
- Overtime may be required
- Travel within BC may be required