

CARO Analytical Services is an employee-owned environmental and food laboratory that provides professional analytical testing services to public and private clients throughout Western Canada. Whether supporting a client cleaning up a contaminated site, providing water quality data to ensure Canadians have access to clean water, or supporting the government in testing our food source for potential pesticide exceedances, CARO provides the data essential to the success of these programs. CARO also happens to have an awesome corporate culture thanks to a great team of employees who take their jobs seriously, but not themselves:

We are charismatic scientists, driven to make the world safer and healthier.

IT Manager provides strategic and tactical IT support to the company, with a focus on technology as a business enabler. This role leads strategic IT projects in areas such as cybersecurity, business continuity, collaboration tools, and software solution selection.

This position with CARO provides a unique opportunity for an exceptional IT professional to make their mark on the industry, by building an IT unit from the ground up. If you are driven by success, are passionate about continual improvement and enjoy being the change champion, we want to hear from you!

DESCRIPTION: IT Manager – Richmond, BC (*Full Time*)

As an IT Manager for CARO Analytical Services' growing laboratory network, your main responsibilities will include:

Plans, Reports & Budgets

- Develop and implement long-term plans for IT architecture.
- Report cybersecurity risks and incidents to management, and co-author with management a quarterly cybersecurity update.
- Work with different teams within the company to produce annual budget, quarterly forecasts, expense updates and report KPIs.

Project Management

- Lead projects from start to finish, including ensuring appropriate budget, staff / contractors or other resource, project definition, and progress updates / reports.

Infrastructure – General, Cybersecurity and Cloud

- Oversee application updates and maintenance, to ensure good functioning for all IT systems (e.g. phone, server, LAN, WAN, VPN, Wi-Fi, virtual server environment, collaboration tools).
- Act as the accountable leader for the Foundation's cybersecurity, including managing incidents and ensuring good functioning of supporting areas (e.g. firewalls) and user training.
- Establish and update the following as required: domain name registration, domain name service (DNS) management, and certificate management.

Systems Administration

- Oversee application updates and maintenance, maintaining uptime and communicating issues and outages.
- Effectively manage vendors, contractors and other third parties, as required.

- Research and implement technological strategic solutions; create and maintain IT policies and procedures; conducts regular system and security audits.

User Experience Management

- Manage internal service level agreements (SLAs) for open tickets and respond when technical or other issues need to be escalated; champion user needs with third parties.
- Ensure a consistent Windows and LIMS experience.

Software / Hardware Selection & Implementation

- Lead effective and efficient selection processes and oversee implementation.

People Management

- Hire, train & motivate staff, set goals, review performance, and assess training needs, at least annually.

SKILLS & QUALIFICATIONS:

- Ability to lead and motivate a team and delegate responsibilities.
- Ability to effectively manage change in a dynamic working environment.
- Negotiation, influencing and conflict resolution skills.
- Excellent communications skills and sees communications as part of the work of the IT function.
- Solid technical skills and proven ability to collaboratively solve problems.
- Solid planning skills; able to document both short- and long-term plans.
- Proven leadership skills, especially project management; able to both lead projects and work within projects led by others.
- Independent, with good judgement; knows when to consult or escalate an issue; able to maintain confidentiality and deal with sensitive or difficult situations with tact and diplomacy.
- Proven critical thinker and the ability to identify patterns and key / underlying issues in complex situations.
- Strong organizational skills and the ability to multitask, prioritize and execute tasks in a high-pressure environment.

EDUCATION & EXPERIENCE:

- Minimum 10 years of experience in progressively more senior positions in IT.
- Minimum 3 years of experience in a leadership role.
- Strong skills and experience in all Microsoft platforms including Excel, Power BI, PowerApps, and Teams.
- Knowledge and experience in Backup and Recovery with software from Veeam.
- Experience managing IT projects to successful completion, including researching, recommending, and providing detailed comparative evaluations of various IT products and services.
- Strong knowledge in networking, telecom, and server technologies (VMWare environment).
- Proven experience in IT infrastructure planning and development
- SQL and database management experience are an asset.
- Experience with networking projects and SonicWall firewalls is an asset.

CARO Analytical Services offers attractive potential for career advancement, with competitive remuneration and benefits. If you aspire a career with a thriving, fast-paced and growing company with top quality people, consider CARO.

Please email your resume to hr@caro.ca and put "IT Manager" in the subject line.