

INTERNAL & EXTERNAL JOB POSTING

Team Lead, Technology Support **(Short-term contract to end October 2027)**

ISANS is seeking a full-time **Team Lead, Technology Support** to provide day-to-day leadership and hands-on technical support to ensure the delivery of reliable, secure, and responsive technology services across the organization. This hands-on leadership role coordinates service desk operations, supports infrastructure and cloud services, administers core IT service management platforms, and serves as the primary escalation point for technical issues. Working closely with staff, stakeholders, and leadership, the Team Lead helps maintain business continuity, strengthen service delivery, and support the effective use of technology across the organization. Reporting to the Manager, Digital Transformation & Technology Support, this position will be responsible for:

Duties and Responsibilities:

Leadership & Service Delivery

- Coordinate daily service desk coverage, priorities, workload distribution, and response to peak periods, staff absences, and operational incidents
- Provide hands-on support for incidents, service requests, and escalations, and monitor ticket queues to promote timely resolution and a high standard of customer service
- Provide ongoing mentoring, coaching, and knowledge sharing to support team effectiveness and continuous improvement
- Provide orientation and onboarding support for new service desk team members
- Promote cross-training and maintain operational documentation to reduce single points of dependency within the IT team
- Administer and maintain the organization's IT Service Management (ITSM) ticketing platform, including system configuration, workflows, reporting, and user access, while supporting departments in the effective use of the platform and service management processes.
- Monitor service performance, identify trends and recurring issues, and recommend improvements to enhance service delivery and user experience
- Contribute to the evaluation, implementation, support, and operational adoption of technology solutions that improve staff productivity, organizational effectiveness, and service delivery

Technical Support & Infrastructure

- Serve as the primary escalation point and provide hands-on support for complex infrastructure, networking, server, endpoint, and operational issues
- Support and maintain servers, network infrastructure, Microsoft 365 services, cloud platforms, endpoint devices, and related technologies
- Monitor system performance, backup completion, network connectivity, and infrastructure health, and coordinate responses to identified issues
- Coordinate and support technology upgrades, maintenance activities, patching, vendor-supported services, and operational changes
- Support onboarding, offboarding, account administration, and technology provisioning processes
- Participate in technology projects and operational improvement initiatives as assigned.
- Participate in scheduled after-hours maintenance and respond to urgent technology incidents outside regular business hours, as required
- Collaborate with service providers, internal stakeholders, and leadership to support technology services and organizational priorities

Security, Risk & Governance

- Support cybersecurity operations, including access management, endpoint protection, vulnerability remediation, and security best practices
- Promote security awareness through staff guidance, education, and responsible use of technology resources

- Coordinate backup and recovery practices, disaster recovery planning and testing, and technology-related business continuity activities
- Develop, implement, and maintain technology policies, procedures, standards, operational controls, and technical documentation to support consistent, secure, and effective IT operations
- Develop, implement, and maintain standard operating procedures, service standards, and knowledge base content to support staff, service desk operations, and knowledge sharing
- Maintain technology asset inventories and operational records to support governance and compliance requirements

General responsibilities:

- Providing information as required for internal/external reports and proposals
- Reviewing and adhering to ISANS workplace policies and procedures
- Recording all relevant client information on databases in a consistent and timely manner as appropriate to the position
- Participating fully in regular staff meetings, team meetings, training and development and ISANS events
- Perform other duties as required

The ideal candidate for this position will have the following:

Education

- Diploma or bachelor's degree in information technology, computer science, information systems, or a related field, or an equivalent combination of education and experience

Experience

- Minimum three years of experience in senior IT support, infrastructure, service desk operations, or systems administration
- Experience leading, coordinating, mentoring, or supervising technical staff
- Experience supporting Microsoft 365, cloud services, network infrastructure, servers, and end-user technologies
- Experience administering IT service management or ticketing platforms
- Experience working collaboratively with service providers, stakeholders across multiple organizational levels, and senior leadership
- Experience in a non-profit or multi-site environment considered an asset

Technical Skills

- Microsoft 365 Administration (Exchange Online, Teams, SharePoint, OneDrive, Entra ID)
- Network and infrastructure support including switches, wireless networks, firewalls, VPNs, and servers
- IT Service Management (ITSM) and ticketing platform administration
- Endpoint provisioning, configuration, security, and device management solutions
- Cybersecurity best practices, identity and access management, and business continuity principles
- Working knowledge of ITIL practices and modern IT operational frameworks
- Strong troubleshooting, customer service, and technical problem-solving skills

ISANS Core Competencies

Cultural Competency; Equity, Diversity & Inclusion

- Embracing the value that different perspectives and cultures bring to an organization

Collaboration

- Working collaboratively with others across the organization to achieve shared objectives

Continuous Learning

- Continually seeking new knowledge and skills, as well as developing existing capabilities

Innovative Thinking

- Introducing new ways of looking at problems and developing useful ideas that are new, better, or unique

Accountability

- Holding self and others responsible and accountable to being transparent and principled in our approach and to meeting commitments

Respect

- Actively encouraging an environment of fairness, honesty and integrity for all

Terms of Employment:

- Short-term contract to June 30, 2027
- Full-time, 35 hours per week
- Mostly in-person work

Commencement Date: ASAP**Closing Date:** Friday October 30 2026– 4 p.m.

To apply: Please e-mail your resume and cover letter merged into one document to careers@isans.ca, stating the title of the position you are applying for in the subject line.

ISANS is dedicated to inclusiveness, equity, and accessibility. We are seeking talented individuals to join our team and welcome applications from all diverse groups. We encourage applicants to self-identify in their cover letter and request any accommodation required to support them during the recruitment process.

Only those eligible to work in Canada will be considered for this position.

**We wish to thank all applicants for their interest and effort in applying for this position.
However, only candidates selected for interviews will be contacted.**