



INSURANCE COUNCIL OF MANITOBA

Technical Administrator

(Full-time Permanent Position)

The **Insurance Council of Manitoba (ICM)** is seeking a motivated and technically skilled **Technical Administrator** to join our team. This is an exciting opportunity for an individual who enjoys solving problems, supporting users, improving technology systems, and helping our organization leverage technology to better serve the public.

As the Technical Administrator, you will play a key role in supporting the technology that keeps the ICM operating effectively. From assisting staff with technical issues and maintaining technology infrastructure to supporting website updates, cybersecurity initiatives, VOIP administration, vendor coordination, and system improvement projects, this position offers a diverse and rewarding opportunity to make a meaningful impact.

At the ICM, you will join a collaborative team committed to professionalism, innovation, integrity, and service excellence. If you enjoy working with people, solving technical challenges, and contributing to an organization that protects Manitoba consumers through the regulation of the insurance industry, we encourage you to apply.

Equity, Diversity & Inclusion – The ICM recognizes the importance of building an exemplary public service reflective of the citizens it serves, where diverse abilities, backgrounds, cultures, identities, languages, and perspectives drive a high standard of service and innovation. The ICM supports equitable employment practices and promotes representation of designated groups (women, Indigenous people, persons with disabilities, visible minorities). Applicants may request reasonable accommodation related to the materials or activities used throughout the selection process.

WHY JOIN ICM?

- **You'll Make an Impact** - Help support the technology systems that enable the regulation of Manitoba's insurance industry and protect the public interest.
- **Diverse and Engaging Work** - No two days are the same. You'll work on technical support, system enhancements, cybersecurity awareness, VOIP administration, website support, vendor coordination, and technology projects.
- **Collaborative Team Environment** - Work closely with operational staff, leadership, external technology vendors, and software developers to continuously improve organizational technology.
- **Why You'll Love Working at ICM** - In addition to meaningful work and a collaborative team environment, ICM offers:
 - Comprehensive health and dental benefits
 - Hybrid work opportunities
 - Flexible work hours and banked time arrangements
 - Employer-matched RRSP program after working for ICM for a period of time
 - Supportive leadership and a positive workplace culture

KEY ACCOUNTABILITIES

Technology Administration & User Support

1. **User Support Website** - Assist with website content updates at the direction of the Director, Operations.
2. **Mass Communications** – Facilitate external and internal mass communications at the direction of the Director, Operations (mass emails, communication platforms as directed by Council Communication policy).
3. **Support for the Office** - Provide first-line support for all IT-related issues, including troubleshooting hardware and software problems. Escalate infrastructure, network, server, cybersecurity, and system-performance issues to Signal Points as required and coordinate resolution efforts on behalf of ICM staff.
4. **VOIP Administration, Support and Coordination**
 - Serve as the secondary resource and operational backup for ICM's VOIP telephone system.
 - Maintain and administer VOIP user accounts, call routing, voicemail configuration, and reporting functions.
 - Troubleshoot VOIP-related issues and provide technical support beyond the Administrative Assistant's scope.
 - Support staff onboarding and offboarding, including user setup and access changes.
 - Identify opportunities to improve system performance, user experience, and operational efficiency, and make recommendations to the Director, Operations.
 - Coordinate with external service providers regarding system maintenance, enhancements, upgrades, and testing activities.
5. **User Inquiries** - Respond to user inquiries via phone, email, virtual platform or in-person, ensuring timely resolution of issues.
6. **Documentation and Statistics** - Track all support interactions and resolutions. Prepare, update, and maintain reports and spreadsheets as required, ensuring accuracy and clarity. Submit completed documents to the Director, Operations and/or Executive Director upon request, supporting informed decision-making and organizational oversight.
7. **Other Duties** - Perform other duties at the direction of the Director, Operations.

System Maintenance

1. **ICM Office** - Perform regular maintenance on computer systems and networks to ensure optimal performance.
2. **Track Inventory** - Ensure all computer and system related inventory is managed, tracked and maintained on an ongoing basis.
3. **Technology & Infrastructure Coordination** - Act as ICM's primary internal liaison for IT-related matters, coordinating technical support requests, infrastructure projects, system enhancements, and vendor services. Assist with the planning, testing, and implementation of software deployments, technology upgrades, and cybersecurity initiatives. Collaborate with external service providers to support business applications, cloud services, and technology solutions, while providing operational feedback regarding user needs and system performance.
4. **System Security** - Monitor system performance and security, addressing any vulnerabilities. Coordinate with Signal Points regarding cybersecurity incidents, security alerts, system vulnerabilities, software patching, endpoint protection, access management, backup verification,

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and data protection requirements. Promote adherence to organizational cybersecurity policies and security best practices.

5. **Cybersecurity Awareness and Compliance** - Promote cybersecurity awareness throughout the ICM by assisting with security communications, staff education initiatives, and best-practice guidance. Support user compliance with ICM security policies, multi-factor authentication requirements, password standards, and acceptable-use practices. Assist in identifying potential security risks and report concerns promptly to the Director, Operations.
6. **Respond to Inquiries** - Respond to any email and in-person inquiries and/or refer them to the appropriate individuals or departments within the organization.

Technical Support

1. **User Training and Assistance** - At the direction of the Director, Operations, conduct training sessions for staff on new software and hardware; create and maintain user manuals and documentation, and assist users with setup and configuration of their devices.
2. **Network Management** - Support network infrastructure, including routers, switches, and wireless access points. Troubleshoot network connectivity issues and ensure stable network performance. Collaborate with the IT team to implement network upgrades and improvements.
3. **System and Supply Monitoring** - Responsible for monitoring inventory levels of computer and system-related supplies, including hardware accessories, software licences, and office technology consumables. The Technical Administrator will identify replenishment needs and source the most cost-effective purchasing options, ensuring timely procurement while maintaining budgetary efficiency.
4. **Project Support** - Assist in IT projects, including system upgrades, migrations, and new implementations. Provide technical expertise and support during project planning and execution. Ensure minimal disruption to users during project activities. Work collaboratively with ICM's IT Infrastructure Management and external vendors during project planning, testing, implementation, documentation, and post-implementation review activities.
5. **Customer Service** - Maintain a high level of customer service and professionalism in all interactions. Follow up with users to ensure issues are fully resolved and satisfaction is achieved. Continuously seek ways to improve the user experience and support processes.

Office Management Support

1. **Cross-Functional Support** – Provide backup to the Office Administrator and other administrative roles as needed. This includes responding to time-sensitive inquiries, coordinating essential office functions, and ensuring continuity of operations.
2. **Collaborative Support** - Works collaboratively with the Administrative Assistant and Office Administrator on projects and operational issues that require joint effort. This includes sharing information, coordinating tasks, and contributing to problem-solving to ensure smooth and efficient office operations.
3. **Other Duties** - Provide assistance to the office as required and perform other duties at the direction of the Director, Operations.



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QUALIFICATIONS:

- **Education:** Diploma or Degree in Information Technology, Network Administration, Computer Systems Technology, Computer Networking, Computer Science, or a related field. Equivalent combinations of education and relevant experience may be considered. Industry certifications such as CompTIA A+, Network+, Microsoft, Azure, Cisco (CCNA), or related credentials are considered assets.
- **Experience:** 3+ years of experience in technical support, systems administration, technology coordination, or a related role.
- **Technical Skills:**
 - Proficiency in Windows operating systems and Microsoft 365 administration.
 - Working knowledge of network infrastructure, including wireless networks, VPNs, switches, routers, and basic firewall concepts.
 - Understanding of user account administration, access permissions, and Microsoft identity management systems (e.g., Active Directory and Microsoft Entra ID), with the ability to verify, test, and coordinate changes performed by external IT service providers
 - Ability to diagnose and resolve hardware, software, network connectivity, and performance issues.
 - Experience supporting common business applications, productivity tools, and endpoint security solutions.
 - Familiarity with cloud-based applications and services.
 - Ability to coordinate effectively with third-party IT service providers, software vendors, and system developers.
 - Working knowledge of VOIP systems, conferencing technologies, and common office equipment.
 - Preference to persons with working knowledge of cybersecurity principles, including phishing prevention, access controls, endpoint protection, data security, vulnerability management, and incident reporting processes.
- **Soft Skills:**
 - Excellent communication and interpersonal skills.
 - Strong problem-solving abilities and attention to detail.
 - Ability to work independently and as part of a team.
- Preference to persons who have worked in a regulatory environment involving consumer protection.

SKILL REQUIREMENTS

- **Organizational Skills:** Demonstrates strong attention to detail and accuracy; maintains well-organized records and workflows.
- **Reliability:** Extremely punctual, dependable, and able to meet deadlines consistently.
- **Communication:** Excellent verbal and written communication skills; able to explain technical concepts clearly to non-technical users.
- **Customer Service:** Proven experience in providing high-quality customer support with a friendly and professional demeanor.
- **Multitasking:** Capable of managing multiple tasks simultaneously without compromising quality or focus.
- **Technical Proficiency:** Strong typing skills and comfort with a variety of software tools and systems.



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- Teamwork and Independence: Able to work independently with minimal supervision, while also contributing effectively as part of a team.
- Confidentiality: Maintains strict confidentiality and handles sensitive information with discretion.

SPECIAL REQUIREMENTS

- Must pass a criminal record check.
- Must be legally entitled to work in Canada.

Reporting to: Director, Operations

Hours of work: Monday - Friday, 8:30 a.m. - 4:30 p.m. (1-hour lunch)

Location: 466-167 Lombard Avenue, Winnipeg, MB R3B 0T6

Hybrid work environment may be available following the probationary period.

Salary: ICM offers a competitive compensation package designed to attract and retain talented professionals who are committed to supporting our regulatory mandate and organizational success.

Qualified applicants are invited to submit their cover letter and resume **by November 13th at 4pm**. Resumes can be forwarded by email to hroffice@icm.mb.ca. No telephone or in-person inquiries please. Only candidates selected for an interview will be contacted.

Start Date: January 2027