

## **Technology Operations Associate**

Location: Montreal, Quebec (Canada)  
Duration: Permanent  
Salary: Competitive, plus benefits  
Hours: 40 hours per week

### **About the role**

Team: Technology Team  
Reports to: Technology Operations Manager (San Francisco)

On 3 November 2021, the IFRS Foundation Trustees announced the creation of a new standard-setting board—the International Sustainability Standards Board (ISSB)—to help meet the demand from international investors for high quality, transparent, reliable and comparable reporting by companies on climate and other environmental, social and governance (ESG) matters. The ISSB builds on the success of the IASB as well as the work of the Climate Disclosure Standards Board and the Value Reporting Foundation (formerly IIRC and SASB), which both consolidated with the IFRS Foundation in 2022.

The technology team is primarily based in London and San Francisco. The team supports staff globally from these two locations. As IFRS Foundation expands to new locations, there is a need to provide localized technology support. This role will be based in Montreal and help support the staff there. In addition, this role will collaborate with both San Francisco and London teams to support as well as execute projects.

### **Key Responsibilities**

#### **Technology Infrastructure & Vendor Management**

- Manage and report on the network and service infrastructure
- Manage the IDF at IFRS Montreal office to ensure reliable and secure services.
- Leverage and manage external infrastructure service providers as required to support IFRS network infrastructure and service provision
- Manage the VoIP infrastructure required for IFRS Montreal office
- Manage cloud service providers (IaaS & PaaS) to build and deliver services on the cloud.
- Work with cloud service providers to ensure environment is correctly configured, troubleshoot and resolve any technical issues

#### **Technology Help Desk**

- Respond to user requests for support, troubleshoot problems and help develop proactive solutions

- General technology support including – backups, imaging, computer set up, security and support workplace productivity solutions
- Manage internal ticketing system
- Support video conference needs, both onsite and offsite

### **Asset & Procurement Management**

- Track and manage all technology related assets.
- Manage employee on-boarding and off-boarding
- Manage list of all technology systems, users, credentials etc. along with subscription renewal dates and costs
- Facilitate technology related purchases by obtaining and analyzing quotes, presenting purchase recommendations and facilitating paperwork & payments
- Manage coding and submission of technology invoices and expenses for payment
- Order technology related office supplies (paper, toner etc.)

### **Security & Risk Management**

- Manage and enforce standards and policies for infrastructure security and information security
- Manage and enforce standards around information retention
- Manage and enforce standards and policies to protect physical assets contained within SASB office
- Manage risk management & mitigation plans related to infrastructure and information security
- Support any compliance related projects (Insurance Surveys etc.)

### **Business Continuity & Disaster Recovery Management**

- Manage a business continuity (BC) & disaster recovery (DR) plan.
- Conduct regular BC & DR simulation exercises to ensure plans are viable and current
- Ensure electrical aspects are considered to support BC & DR plans

### **Project Management**

- Participate in Infrastructure or operational projects as they arise (Office Move, Technology Migration, and Technology Refresh etc.)
- Other duties as assigned

### **Change Management**

- Manage, and enforce technology related change management policies and procedures.

### **Skills, experience & qualifications sought**

#### **Essential**

- Experience with Microsoft 365, Cisco Meraki, Windows 10+, Microsoft Teams
- Experience of managing multiple projects

- High level of attention to detail.
- Ability to handle multiple support issues that may surface.
- Ability work under pressure to deadlines without this impacting accuracy or quality.
- Ability to communicate clearly with staff.
- Flexible, proactive approach to delivering each job in an efficient and timely way.
- Ability to work in logical and systematic way.

### **Useful**

- Experience of setting up new offices
- 3rd party supplier management
- Asset management

### **To apply**

Please send a detailed CV/résumé to [recruitment@ifrs.org](mailto:recruitment@ifrs.org). Please include the following information or your application may not be considered:

- the job title/position you are interested in and the location of the job (in the subject line of your email); and
- covering email/letter detailing how you meet the specified role requirements and your salary expectations.

Closing date: Ongoing

*Interviews are held via video conference as part of our standard international recruitment process. Due to the number of responses we receive, we are unable to respond individually to each application. If you do not hear from us within four weeks of the closing date you may assume that your application has been unsuccessful.*