

Great  
Place  
To  
Work®

Certified  
FEB 2023 - FEB 2024  
CANADA

WE'RE HIRING!

# IT COORDINATOR

(AKA CyberForestGuardian)

@canopyplanet

[www.canopyplanet.org](http://www.canopyplanet.org)

canopy



### Location

**Vancouver, Canada**

### Position Type

**Full-time**

### Reports To

**Office and Systems Coordinator**

### Start Date

**ASAP**

### Compensation

**CAD 70-95K gross per annum  
contingent on experience, plus benefits**

### Deadline for Applications

**Until filled**



## ABOUT CANOPY

Canopy is a solutions-driven not-for-profit environmental organization dedicated to protecting forests, species, and climate. In 2023 Canopy received a \$60 million investment through The Audacious Project to help us reach our goal to transform the world's paper packaging and viscose supply chains to save forests and ensure a livable planet for us all.

## ABOUT THE ROLE

The IT Coordinator at Canopy plays a crucial role in ensuring the smooth operation of our organization's technology infrastructure. This position involves providing essential technical support to end-users, maintaining IT systems, contributing to the overall efficiency of our IT environment, and developing the IT-related budget and policies.

## PURPOSE OF THE ROLE

As an IT Coordinator, you will contribute to the effective functioning of Canopy's technological ecosystem. This role is primarily responsible for resolving IT issues, implementing and upgrading technology solutions, and supporting the organization's IT needs. The IT Coordinator plays a key part in maintaining a secure, efficient, and reliable IT environment.

## **KEY RESPONSIBILITIES:**

### **Technical Support:**

- Provide timely and effective technical support to end-users, and address hardware and software issues.
- Troubleshoot and resolve IT-related problems to minimize downtime and ensure smooth operations independently and remotely.

### **System Maintenance:**

- Install, configure, and maintain computer systems, including networks and security systems.
- Collaborate with the operations team to ensure the ongoing functionality and security of IT infrastructure.

### **Technology Implementation:**

- Assist in implementing and upgrading technology systems in alignment with Canopy's goals and requirements.
- Contribute to the planning and execution of IT projects, ensure successful implementation.

## **User Communication:**

- Respond promptly to user inquiries, providing clear communication and guidance on IT-related matters.
- Create and maintain documentation for IT processes, procedures, and configurations.

## **Data Security:**

- Collaborate in monitoring and maintaining data security and privacy measures.
- Contribute to the development and enforcement of cybersecurity policies and practices.

## **HOW WILL YOU WORK IN THIS ROLE:**

- You have strong interpersonal skills and can effectively communicate and assist non-technical colleagues with IT issues by explaining technical concepts in simple terms and providing clear instructions.
- You are a good team player who can collaborate effectively with a diverse, multicultural team.
- You are results and detail-oriented, self-directed, highly organized, with a "Yes, And..." attitude.
- You have the willingness and ability to learn independently.

## QUALIFICATIONS:

- Relevant degree in computer science, information technology, or related fields AND/OR relevant certifications (like CompTIA A+, Microsoft Certified, Cisco certifications). Proven experience in a similar IT role with minimum three years of relevant work experience.
- Working knowledge of computer hardware, software, and networking.
- Solid understanding of macOS, Google Suite, Dropbox, Salesforce certified administrator, entry-level IT coordinator skill set, mobile device management software (e.g. Apple MDM), identity and access management software (e.g. Okta), project management software (e.g. Asana), and Microsoft Business are essential.
- Strong problem-solving skills and effective communication.
- Ability to work both collaboratively in a team and independently.
- Strong organizational skills and the ability to prioritize tasks effectively.

## JOB DESCRIPTION

**If you want to learn more about the role and be Canopy's CyberForestGuardian, please contact our Chief Canopal Charmer, Anna, at [anna.abad-frederick@canopyplanet.org](mailto:anna.abad-frederick@canopyplanet.org).**





# How to apply?

You have received a support request from a Canopal (that's a coworker at Canopy!) who is having trouble with Dropbox online. They have written, "Good Morning! I'm not able to access Dropbox this morning. Can you help with this, or is this an org-wide issue? Thanks!"

- Please write a response to this support request, including the next steps you would ask of the submitter. You may approach from the position that this is an isolated incident.
- Additionally, please include the step-by-step troubleshooting process you would follow to diagnose this (and other) issue(s) and explain how you would remotely guide the Canopal through the diagnosis. Please assume that the Canopal you are assisting is not comfortable with IT and that when things are not going smoothly, they have very low stress tolerance and are easily frustrated and confused.
- Send us a Cover Letter and CV addressed to the hiring panel.
- Email to [recruitment@canopyplanet.org](mailto:recruitment@canopyplanet.org) and mark the subject line "CyberForestGuardian!"

*Canopy embraces justice, equity, diversity, and inclusion and is committed to a workplace that is enriched by the people, needs, and desires of our diverse global community. We thank all applicants however we will only be contacting candidates successful in securing an interview.*

**“There are few environmental organizations that can match Canopy in its unflinching commitment to saving the world’s forests and the many species that depend on them, while having the pragmatic acumen necessary to help companies do better by those forests”**

**- Margaret Atwood**



## **ABOUT CANOPY**

Canopy is an award-winning not-for-profit organization dedicated to protecting the world’s forests, species, and climate, and supporting the advancement of community rights. Canopy collaborates with more than 900 companies to implement robust environmental policies, catalyze innovative solutions, transform unsustainable supply chains, and secure forest conservation and human rights. Best known for greening the Harry Potter series internationally, Canopy’s partners include Stella McCartney, The Guardian, The Gap, Sainsbury, Penguin Random House, The Globe and Mail, and H&M. Canopy’s work relies on the support of individual donors who share our passion for the planet.



Canopy is a nimble, fast-paced, results-driven conservation organization with a strong track record of success. We know that our planet is under stress and believe that change is long overdue. We think 800-year-old trees don't need to be used to make packaging, t-shirts, or junk mail – and we're committed to doing all we can to keep them standing. We love chocolate and playing charades. Working hard is in our DNA – as is having fun and being creative. Pragmatic and audacious, we are driven to produce results at a proportional scale to the environmental problems our world is grappling with. We are part of the growing movement that believes Nature Needs Half – a science-driven initiative that recommends 30-50% of the world's forests need to be protected by 2030 to ensure forest ecosystems can fulfill the ecological functions and services we need for life on Earth.

