POSITION DESCRIPTION

POSITION TITLE: Software Support Business Partner

POSITION CATEGORY: IT & Digital

SCHEDULE TYPE: Full-time

POSITION LOCATION: On-site

PRPA Head Office
Prince Rupert, BC V8J 1A2, CAN

POSITION SUMMARY

The Software Support Business Partner provides education, awareness, training, and documentation for PRPA's software offerings, including the suite of Microsoft 365 products. Reporting to the Manager, Digital Business, the Software Support Business Partner is responsible for the ongoing configuration, support, and training of PRPA's software assets.

POSITION ACCOUNTABILITIES

- Provide ongoing support for PRPA's software assets and acting as the liaison between end users and vendors when escalation is required.
- Maintains awareness of emerging AI capabilities and leads the adoption of approved AI tools and practices to help transition PRPA toward an AI-augmented workforce.
- Assists in the administration of PRPA's Microsoft 365 environment, ensuring a compliant and secure configuration baseline.
- Applies the ITIL Change Management framework when implementing configuration changes to PRPA's software assets.
- Assesses new software applications, features, and functionality to ensure alignment with PRPA's software strategy.
- Regularly assesses the Microsoft product roadmap to provide recommendations and plan for the implementation of new functionality and features.
- Coordinates testing and user enablement for new features and functionality.
- Develops and maintains training materials, including documentation and short videos, to support PRPA's enterprise software.
- Delivers training to end users, including individual and group sessions, both in-person and virtual.
- Promotes ongoing education and awareness of PRPA's software assets for new and existing staff.
- Documents system configurations and changes, including business process impacts.
- Completes assignments on behalf of the Manager, Digital Business and others, as required.

WORKING CONDITIONS

- Works predominantly in an office environment.
- Regular, full-time position (37.5 hours per week). Regular working hours are Mondays to Fridays,

8:00 AM to 4:30 PM with 1 hour lunch break.

JOB SPECIFICATIONS

Formal Education & Certifications

- Degree or diploma from a recognized College or University in a related field (e.g., Information Technology, Information Systems, Adult Education, Instructional Design, Communications, Organizational Development), or an equivalent combination of education, training, and related experience.
- Relevant certifications such as ITIL, Microsoft, and/or learning & change enablement credentials (e.g., Prosci Change Management, CPTD/ATD certificates, facilitation or instructional design training).

Related Experience

- Minimum 3 years of related experience supporting software applications in an enterprise environment.

Other Requirements

- Excellent interpersonal and communication skills (both verbal and written).
- Good knowledge of data privacy practices.
- Strong ability to organize and present data in support of decision making.
- Demonstrated ability to manage multiple projects concurrently and to effectively handle changing priorities.
- Enthusiastic and self-motivated.
- Works well individually and in a team environment.
- Creative and intuitive thinker.
- Demonstrates commitment to the Port's Vision.
- Able to obtain security clearance under Transport Canada's Security Clearance Program.

The base salary range for this role is $90,969-$113,711. This position is eligible for a performance-based variable incentive targeted at 10% of the base salary.

Equity, Diversity, Inclusion and Belonging are at the heart of PRPA's culture and play a vital role in our growth strategy. We are committed to ensuring that everyone feels a sense of belonging and can contribute to their maximum potential. Our differences are the reason great things happen here. If you are an applicant in need of accommodation or special assistance throughout the interview process, please submit a request by email to **careers@rupertport.com**.

Individuals of Indigenous descent are strongly encouraged to apply.

Interested applicants please submit your resume to: careers@rupertport.com