



Full-time, Permanent

**Remote anywhere in Canada, with optional in-office attendance for employees
located near one of MakeWay's offices**

Salary: \$90,000 – \$105,000 (dependent on experience)

Are you a steady, hands-on IT leader who finds satisfaction in making complex systems stable, secure, and well-understood? Do you value thoughtful decision-making, collaboration, and building technology that quietly works in support of people and purpose?

MakeWay is looking for an IT Infrastructure & Security Manager responsible for the hands-on administration, stability, and continuous improvement of the organization's IT infrastructure, endpoint environment, and security operations. This role is responsible for delivering well-planned, thoroughly tested, and carefully documented IT infrastructure solutions to a remote first, fully cloud based, staff team of ~90 users.

This role serves as the organization's deepest technical resource for Microsoft 365, device management, and security operations, and acts as the primary escalation point for complex technical issues beyond frontline support. They will also contribute to help desk operational improvements, working to enhance workflows and service delivery. The role works closely with the Technology Transformation Advisor, who provides strategic direction and organizational priorities, internal teams, and with the Technical Systems Specialist, providing technical mentorship and guidance.

MakeWay is made up of two legal entities – MakeWay Foundation and MakeWay Charitable Society. MakeWay Charitable Society is an operating charity that houses 60+ environmental and social change projects across the country, also known as the [Shared Platform](#). MakeWay Foundation is a national charity and public foundation with a goal to enable nature and communities to thrive together. We do this by building partnerships, providing solutions, grants, and services for the charitable sector across the country.

If our values align with yours and you want to learn, grow, and develop within a supportive team that shares knowledge and cares, then we want to hear from you! Join us and make a difference.

What You'll Do:

IT Operations

- Administer and maintain the organization's core Microsoft 365 platform, including Entra ID, Exchange Online, SharePoint, Teams, Intune, the Defender suite, and Teams Calling, ensuring configurations are current, well-governed, and aligned with security best practices.
- Manage and monitor the endpoint environment across Windows (Intune MDM) and macOS (Hexnode MDM), including device enrolment, zero-touch deployment, configuration policy management, software deployment, and compliance monitoring, ensuring consistency across all devices.
- Administer and maintain infrastructure-level tools including backup solutions, VPN, website hosting, and other core platforms, ensuring proper configuration, monitoring, and documentation.
- Plan, test, and execute infrastructure changes and improvements in a structured manner, including scoping, non-production testing, rollout sequencing, post-deployment validation, and remediation of legacy configurations and technical debt. Maintain accurate project tracking in designated tools and proactively communicate project status, risks, and blockers to the team.
- Develop and maintain current technical documentation for supported systems, including configurations, dependencies, operational procedures, and known issues.
- Support vendor evaluation, licensing optimization, and service consolidation efforts, assisting with contract review and actively managing vendor performance to ensure reliability and value.



- Actively manage the support queue to ensure tickets are progressing, properly documented, resolved within expected timeframes, and serve as the Tier 3 escalation point for complex, novel, or high-impact technical issues.
- Provide technical mentorship, hands-on knowledge transfer, and capacity support to the technical team to build team capability and improve first-contact resolution rates.
- Collaborate with the IS team to identify, design, and implement improvements to help desk operations — including Jira Service Management configuration, ticket workflows, escalation paths, SLA parameters, performance reporting, and internal knowledge base maintenance.

Security Operations

- Act as the organization's primary internal liaison to the external security MSP, maintaining strong working knowledge of Microsoft Defender for Endpoint, XDR, and Entra ID Protection to support MSP-led investigations, implement recommended remediations, and contribute meaningfully to incident response activities.
- Proactively identify and escalate potential security gaps and concerns to the IS team and MSP, including anomalies or indicators of compromise not surfaced through automated alerting.
- Administer the CIRA Beauceron security awareness training platform, including campaign configuration, user assignment, completion tracking, and reporting.
- Manage the implementation and maintenance of security configurations, conditional access policies, endpoint protection settings, backup monitoring, and periodic recovery testing in collaboration with the MSP and IS team.

After-Hours & Support Expectations

- Participate in after-hours support for critical infrastructure or security incidents; after-hours support is infrequent and typically limited to a small number of incidents per year.

Who You Are:

- **Hands-On Technical Expert:** You are a deeply practical IT expert who is comfortable working directly in systems when needed. You lead by example, support your team during escalations, and maintain credibility through real technical fluency.
- **Stability-First Systems Thinker:** You prioritize reliability, consistency, and operational maturity over constant change. You focus on building stable, well-understood systems and resist unnecessary complexity, ensuring technology is dependable and predictable.
- **Risk-Aware and Security-Minded:** You take a conservative, thoughtful approach to risk, particularly in infrastructure and security. You value proven solutions, strong controls, and tested practices, and you approach change cautiously with a focus on impact.
- **Patient, Methodical Systems Builder:** You understand that operational maturity is built over time through documentation, standards, and disciplined execution.

Experience You Bring:

- 7+ years of hands-on experience in IT infrastructure, systems administration, or a senior technical specialist role.
- Proven expertise administering Microsoft 365 and Azure, including identity, access management, security configurations, and core tenant administration; you are the primary system administrator.
- Demonstrated expertise managing Windows endpoint environments using Intune MDM, including device standardization, policy enforcement, application deployment, and lifecycle management.
- Demonstrated experience managing macOS environments using Hexnode MDM (or comparable Mac MDM) including device standardization, policy enforcement, application deployment, and lifecycle management.



- Demonstrated experience with IT service delivery and support operations, including hands-on escalation management and contributing to continuous improvement of help desk processes and workflows. Experience with Jira Service Management an asset.
- Demonstrated experience stabilizing and standardizing complex IT environments, including remediating legacy configurations, improving technical documentation, and reducing operational risk through structured remediation work.
- Demonstrated ability to provide technical mentorship and peer guidance to junior team members, including knowledge transfer, escalation support, and collaborative problem-solving during incidents or high-impact issues.
- Operational security experience working in partnership with a security MSP, with responsibility for implementing, maintaining, and monitoring security controls across endpoints, identity, and core systems.
- Strong ability to operate effectively in complex environments, balancing competing priorities while maintaining system stability.

It Would be a Bonus if You Have:

- Familiarity with additional enterprise and operational tools, such as Atlassian (Jira and Confluence), NordLayer VPN, Patch My PC, AWS, WPEngine, Box, Salesforce, and other similar platforms.
- Experience supporting or contributing to disaster recovery, business continuity planning, or security incident response exercises.

If you are interested in this role but are unsure if you qualify, send us your application anyway and tell us about why you can be a good fit for this position. We'd love to hear from you!

What We Offer:

- The opportunity to have an impact on communities from coast to coast to coast.
- Full time annual salary of \$90,000 – \$105,000 (dependent on experience you bring)
- Comprehensive employer-paid extended health, vision, and dental benefits package, including an annual \$300 Health Spending Account starting on your first day of employment.
- Year-end RRSP contribution
- Pregnancy and Parental/Adoption Leave top up (subject to eligibility).
- Four weeks' vacation plus statutory holidays. MakeWay offers a Substitution Statutory Holiday policy which allows employees the flexibility to substitute a statutory holiday with an alternate day.
- Winter office closure and 9-day summer fortnight program.
- Flexible work environment with remote working
- An Indigenous Employees Network
- Committed colleagues and a culture of collaboration, caring, and learning
- High level of responsibility and autonomy

How to Apply:

We're working with trusted recruitment partners to support this hiring process.

If you're interested in this role, please send your cover letter and resume to one of the emails below.

melissa@marberg.com dtorres@affinity-group.ca

Please be sure to include in the subject line: MakeWay- IT Infrastructure & Security Manager



MakeWay is strongly committed to equity and creating a diverse workplace community. We recognize that our recruiting and hiring processes are key to this commitment. We strive to reflect the diversity of our society on our teams and to provide a respectful workplace and equal working opportunities for all employees and applicants. We encourage all qualified applicants to apply. If you require accommodations at any point during the application or hiring process, please contact us at careers@makeway.org.

**Our sincerest appreciation to all those expressing interest in this position!
This role is for a current/upcoming vacancy, and MakeWay does not use artificial intelligence (AI) to screen, assess, or select applicants. Only those applicants invited for an interview will be contacted. Thank you!**