



College of
Registered Nurses
of Manitoba

Systems Support Specialist

The Systems Support Specialist provides technical and administrative support for the College's systems, data, registrant database, and Microsoft 365 environment. The role supports system maintenance, testing, Microsoft 365 solutions, and project implementation activities across the College in collaboration with departments.

Scope of this position:

- Assists with day-to-day maintenance and operational support of the registrant database.
- Investigates and documents user-reported issues and system errors; performs initial troubleshooting before escalating as needed.
- Participates in regression testing for patches, upgrades, and custom configuration deployments.
- Assists in documenting system processes, configuration decisions, and data workflows.
- Supports data validation, quality checks, and routine data maintenance tasks.
- Assists in maintaining and enhancing the College's Microsoft 365 environment.
- Assists with root cause analysis for recurring system or process issues and contributes to the development of corrective and preventive actions.
- Reviews and analyses information and system problems to identify solutions or workaround recommendations for improvements in system effectiveness and efficiency.
- Analyses process gaps and obstacles to information flow or system issues and identifies opportunities for continuous improvement initiatives.
- Supports deployment activities, including user acceptance testing, communications, and training materials.
- Develops processes and documentation to support consistency of data measures such as data validation/input controls over time.

Education and experience:

- Diploma or degree in Information Technology, Computer Science, Information Systems, or related field; or a combination of equivalent education and experience.
- Minimum 3 years of experience in business case and business analysis.
- Experience supporting enterprise applications, CRM-like systems, or registrant databases.
- Experience interpreting and translating business requirements into technical or system requirements.
- Hands-on experience designing, developing and supporting solutions using Microsoft 365 tools (SharePoint, Power Automate, PowerApps, and Power BI) applying established best practices.
- Ability to proactively identify opportunities for improvement and apply creative solutions to optimize processes and tools.
- Strong analytical and problem-solving skills with sound judgment.
- Ability to communicate effectively with both technical and non-technical staff.
- Ability to develop clear process documentation, user guides, and simple diagrams.
- Strong organizational and coordination skills with attention to detail and data accuracy.
- Takes initiative and is adaptable in learning new tools, technologies, and methodologies.

This position requires flexibility, a willingness and demonstrated ability to work as a member of a team, motivation to be self-directed, an ethical regard for confidentiality of information and a professional presence.

To apply, please submit your resume and cover letter on or before noon on June 29, 2026, to:

Susan Irwin, Manager of Human Resources
careers@crnm.mb.ca

**THIS POSITION IS A FULL-TIME, PERMANENT ROLE WITH A SALARY STARTING AT \$59,553.
WE ALSO OFFER A COMPETITIVE BENEFITS PACKAGE.**

We thank all who apply, but only those chosen for an interview will be contacted.