Title: Technology Solutions, Analyst
Reports To: Director, Technology
Location: National, Hybrid
Employment Type: Full Time 35 hours per week, permanent
Start Date: September 2025

The Terry Fox Foundation

The Terry Fox Foundation stands as one of Canada's most iconic and impactful charitable organizations, rooted in the extraordinary legacy of Terry Fox. In 1980, after losing his leg to osteogenic sarcoma, Terry embarked on the Marathon of Hope—a cross-country run to raise awareness and funds for cancer research. His journey, marked by courage, resilience, and unwavering determination, captured the hearts of Canadians and inspired a nationwide movement.

Although Terry's run was cut short after 143 days when his cancer returned, his dream lived on. Today, the Terry Fox Foundation continues to uphold his vision by funding innovative cancer research and inspiring millions through his story. With over 10,000 annual Terry Fox Runs held in communities across Canada, the Foundation plays a vital role in fostering national unity, promoting health and wellness, and advancing scientific discovery.

For over four decades, the Foundation has united Canadians in the pursuit of a world without cancer. Every donation, every step taken in Terry's name, fuels groundbreaking research and brings hope to millions. Joining the Terry Fox Foundation means becoming part of a legacy that dares the impossible—and works every day to make it possible.

Position Summary

Headquartered in British Columbia, the Terry Fox Foundation is a national charitable organization with offices in 9 provinces. This is a hybrid office/remote role. We will consider applicants from across Canada. There will be an occasional expectation to support projects or events outside of regular working hours as well as availability to work throughout the annual Terry Fox Run.

As a **Technology Solutions, Analyst**, you will play a key role in maintaining and improving the charity's technology infrastructure. You'll support the day-to-day IT operations, assist in implementing technology solutions, and work with stakeholders to identify and deliver systems improvements that help our teams work more effectively and securely.

Key Responsibilities

- Provide 2nd line technical support to staff across the organization, escalating complex issues as needed.
- Support the administration and maintenance of core IT systems, including cloud platforms (e.g., Microsoft 365, Google Workspace), CRM systems, and collaboration tools.
- Work with the Director, Technology and departments to gather requirements, analyze processes, and recommend technology solutions to improve efficiency.
- Assist with project work including new system implementations, upgrades, and data migrations.
- Ensure IT policies and procedures are followed and help maintain data security and compliance with regulations (e.g., GDPR).
- Maintain accurate documentation of systems, configurations, and processes.
- Liaise with third-party vendors and service providers as required.
- Monitor and report on system performance and user satisfaction.
- Stay up to date with trends in IT and non-profit technology best practices.

Qualifications

Essential
- 2+ years of experience in a similar IT or technology/business analyst role.
- Working knowledge of Microsoft 365, cloud computing, and common business applications.
- Strong problem-solving skills and experience providing user support.
- Experience working on small-to-medium IT projects.
- Excellent communication skills with both technical and non-technical audiences.
- Understanding of information cyber security principles and data protection regulations.
- A collaborative and proactive approach to work.

Desirable
- Experience working in a charity or non-profit organization.
- Familiarity with various technology applications/ platforms, CRMs (e.g., Salesforce, P2P donation platforms, Digital Marketing software e.g. Mailchimp, Marketing Cloud)
- Basic or advanced scripting knowledge is plus (SQL Queries)
- Query / Reporting tools (e.g. CRM Reporting/Queries such as Salesforce, Power BI, Excel)

How to Apply

Your talents, passion, and dedication will help us continue Terry's legacy and make a lasting impact in the lives of so many. To begin a meaningful new journey with us please submit a cover letter and resume careers@terryfox.org by September 10th, 2025.

We are dedicated to employment equity, and we value diversity in the workplace. If you require any accommodation during the recruitment process, please reach out to us.

While we thank all applicants for their interest, only those selected to move forward in our screening process will be contacted. No phone calls please.