

IT Administrator



Phone :

Web :

Job Summary

Vacancy :

Deadline : Aug 18, 2024

Published : Jul 18, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Believe it or not, Jane currently has just three full-time IT staff who are supporting our growing organization of 500+ staff. So yes, we're ready for you to join us!

Our IT team's main goal is that we're providing the client-side IT tooling that allows Jane staff to help the helpers. We are looking for someone who can combine their technical skillset with patience, an ability to prioritize, and who can also find creative solutions to scale Jane's internal processes as our team continues to grow. It will also help if you know how to throw down a quality meme at a moment's notice.

"We're a remote-first company but due to the nature of this role, we're needing someone who can be in our North Vancouver office at **least twice a week**. Building a delighted team who can delight our customers is part of Jane's DNA, so even though we're not a strict 9 to 5 environment, we're working hard to ensure that you also have a life outside of work. We pride ourselves on flexibility & autonomy, and when it comes to decision-making, we take a decentralized approach ensuring that our teams' voices aren't just heard, but are acted upon.

We're building something special at Jane, and we back that up with an employee stock option plan that ensures that everyone has a chance to share in Jane's success.

Building a delighted team who can delight our customers is part of Jane's DNA. In our most recent company-wide health check, 99% of our team agreed that our founders demonstrate people are important to Jane's success. On top of that, 98% of our team felt Manager cares about them as human beings and that they are supported when needing to arrange time off from work. We'd never claim to be perfect, but we're working hard to listen to our people and improve each day.

We really want the people who work at Jane to love being here, so it's important that we start with a bit about what makes our company unique and try to be as transparent as possible. Our [values](#) also provide some insights into Jane and hopefully, you'll have a better idea if this might be the kind of company you want to be part of.

Before we were Jane, our Co-Founders were solving problems for their own clinics not realizing that a few years later, this team would grow to support tens of thousands of healthcare practices in more than 60 countries. Our platform is now helping to modernize the world of practice management software. We enable the likes of physiotherapists, mental health counsellors, chiropractors, and other allied health practitioners to run their practices in a digital-first way through features such as online booking, charting, scheduling, telehealth, and billing along with an evolving library of features. You can see more of them [here](#). Although we've grown, still to this day, we're rooted in solving clinics' problems and making sure we don't lose sight of Jane's vision.

We have remained profitable for the past seven years, we're product-led and growing organically (and responsibly) to the point where 85% of our customer growth is either from customer referrals or word of mouth. Growth like this is unique, especially in the world of SaaS, and it doesn't happen by chance. We have a brilliant team of over 400 Janers who are doing an amazing job of listening to our customers, building what they need, and providing industry-leading support. We pride ourselves on flexibility & autonomy, some of our team block out their calendars to pick up their children from school (and this is normal at Jane), and we even have a #kids channel in Slack.

We're not a clock-in clock-out system-type environment. With that being said, we're not going to paint the picture of a perfect environment either. We're a company that's scaling quickly, we have many moving parts, many of us are doing this for the first time and sometimes, we don't have processes in place or clear views which can require a lot of resourcefulness and a passion for problem-solving.

With all that to say, if you're looking for an environment where you can grow, stretch yourself, and work with some incredibly talented people on problems that are positively impacting people's lives, Jane could be the place for you.

Compensation Expectations for the Role

Jane's committed to paying our team members fairly, clearly, and above all, paying for growth. This role has a minimum annual salary of \$63,100 and maximum annual salary of \$94,600. As you may have noticed, this salary range is quite large, and this is intentional to account for the growth someone will experience in the role throughout their time at Jane (i.e., from building the skills, to accomplished, to highly proficient, all the way to achieving excellence in the role). **When hiring talented folks to join the Jane team, we've found that new team members are best set up for success when hired with the expectation of being fully accomplished in the role, which for this role would reflect a salary between \$74,900 to \$78,800.**

It's also possible to join Jane at a salary above or below this, which would mean a salary below \$74,900 typically reflects someone who has all the potential to be fully accomplished in the role but doesn't yet possess all the skills required, while a salary above \$78,800. is typically for individuals who are currently in this role at Jane and had the opportunity to make a significant positive impact on our customers, product and company with deep Jane knowledge. At Jane, we pay for growth, which means that you'll continue to have conversations about your career development with your manager and see your compensation grow over time as you build an amazing career with us.

The impact you could have

- **Enhance Team Experience:** Ensure smooth and secure IT operations, enhancing the overall team experience through efficient project management and robust security practices.
- **Team Empowerment:** Provide clear and concise documentation and communication, empowering the team with the information they need to succeed and collaborate effectively
- **Product Improvement:** Conduct thorough tooling assessments and integrations, introducing new and existing tools to improve product performance and reliability.
- **Organizational Efficiency:** Streamline processes and systems, contributing to increased organizational efficiency and productivity.

The experience we feel we need

- 2 years of experience in IT
- **IDP Tooling Expertise:** Proficiency in Identity Provider (IDP) tools to enhance security and streamline user management for both customers and internal teams.
- **Project Management Success:** Proven track record of successfully running medium to large-sized projects to completion, ensuring timely and effective delivery of IT solutions.
- **Mac Mobile Device Management:** Deep understanding of Mac mobile device management, crucial for maintaining a secure and efficient product environment.
- **Tool Integration and Scripting Skills:** Ability to integrate tools directly or through third-party solutions, improving overall product functionality and team productivity.
- **Mentorship Ability:** Strong capability to mentor and guide team members, fostering a collaborative and growth-oriented work culture.

At Jane, we're committed to fostering an environment that allows you to come to work as your truest self. We believe it's important to actively recognize, embrace, and celebrate our differences in order to make Jane an inclusive, equitable, and diverse workplace.

We want to build a team of people who make conversations rich with perspective and experience. We are committed to listening to every voice in order to learn and grow because doing this will allow us to meet the needs of the diverse community of helpers that Jane serves.

We do not tolerate discrimination, prejudice, or oppressive isms of any kind. Employment is decided on the basis of qualifications, merit, experience, and the needs of the Jane community. We encourage anyone who requires accommodation or adjustments throughout the interview process to let us know, and we will do our best to support you.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
