

# EXPRESSION OF INTEREST (EOI) COORDINATOR

Island Investment Development Inc  
(operating as the Office of Immigration)

Location – Charlottetown  
Full-time, Temporary Position  
Commencing Immediately for Two Years with possibility of extension

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The [Office of Immigration](#) is committed to Equity, Diversity, Inclusion and Accessibility. Our goal is to build a public sector workforce that reflects the diverse communities we serve and to promote welcoming, diverse, inclusive, respectful workplaces that are accessible to all. We welcome all interested individuals including Indigenous People, persons with disabilities, Black, racialized, ethnic and culturally diverse groups, as well as all people regardless of their sexual orientation, gender identities, and gender expressions. Those looking for more information are invited to visit our [Diversity & Inclusion Policy](#).

## About the role:

Reporting to the Director, the purpose of the EOI Coordinator position is to oversee the day to day operations of the PEI Office of Immigration Expression of Interest system which supports the Province in selection of immigrants based on economic priorities and labour market conditions.

## Responsibilities:

- Selects, designs, maintains, stores and reports on the Department's key immigration indicators;
- Responds to internal and external queries, analyses data to assemble data subsets based on selected criteria;
- Performs regular maintenance to ensure data integrity and to ensure data is kept current;
- Identifies data inefficiencies and recommends improvements to Management;
- Prepares and presents reports on an on-going basis;
- Provides application help desk support, receives e-mail client assistance requests, and identifies and diagnoses application problems;
- Assesses client problems and assigns to appropriate technical staff or group with accompanying diagnostic information;
- Elicits additional information for diagnosis and research beyond initial contact level;
- Escalates, tracks, and provides follow-up on unresolved problems with technical staff or service contractors, monitors progress on problem resolution and advises users on status;
- Ensures users receive information on systems updates, errors, and features (new viruses, system outages);
- Trains staff on use of application software;
- Participates in a team responsible for the creation, design, and implementation of online application system, as required;
- Researches innovative, best practice options for online application system, as required;
- Establishes and fosters effective working relationships with other government departments and stakeholders; and
- Other duties as required.

## Who you are:

- Applicants must have a university degree or college diploma with major course work in computer science or a discipline related to the position;
- Experience developing or working with Structured Query Language (SQL), SQL Server databases, stored procedures, and custom functions;
- Experience with Crystal Reports or other similar report development software;
- [Demonstrated equivalency will be considered](#)
- Some experience in the IT industry and specific knowledge on the principles, techniques, and methods used to elicit, analyze, and document user requirements;
- Ability to assess and analyze client requests and propose effective solutions;
- Ability to analyze system software problems and provide, recommend, and/or implement solutions;
- Ability to document details of problems, solutions, and procedures clearly and concisely;
- Effective oral and written communication skills.

Please ensure your application clearly demonstrates how you meet the above noted qualifications as applicants will be screened based on the information provided. We would like to thank all applicants for their interest; however, only those who are selected for an interview will be contacted.

## What we can offer you:

- Salary: \$30.71 - \$38.39 per hour (Level 15) (\$59,889 - \$74,861 annually)
- 75 hours biweekly
- Paid vacation, sick and leave options
- Comprehensive group insurance coverage and pension plan
- Professional development and training opportunities

## To apply:

Please apply online at [Expression of Interest \(EOI\) Coordinator - WorkPEI](#) by **Monday, September 30, 2024, 4:00pm.**