



Maverick Gardner Pathways North Inc.
1260 Journey's End Circle, Unit 11
Newmarket, Ontario
L3Y 8Z7

Senior IT Service & Workforce Lead

Maverick Gardner Pathways North Inc. (MGPN)

Hybrid (Remote 95%) | Manitoba Preferred

Full-Time | \$37-\$42 per hour

Location Context

MGPN operates primarily remotely during the current digital phase. The organization also maintains operational ties to Grahamdale, Manitoba, where in-person workshops and land-based programming will occur as development progresses.

Preference may be given to candidates located in Manitoba or open to occasional travel to the Grahamdale region.

About MGPN

Maverick Gardner Pathways North Inc. (MGPN) is an Indigenous-majority-owned workforce development and digital services company. We operate an employer-first model: training exists only to support real, paid employment delivering real client work.

MGPN delivers:

- IT support & MSP services
- Digital operations & documentation
- Quality assurance support
- Cybersecurity support services

We maintain small cohorts (maximum 5 participants per cohort) to ensure supervision quality, performance accountability, and wage activation readiness.

This is not a traditional nonprofit training role. It is a hybrid operational leadership position that combines technical service delivery with supervised workforce development.

Position Overview

The Senior IT Service & Workforce Lead is responsible for:

- Delivering billable technical services
- Supervising small participant cohorts
- Approving wage activation readiness
- Maintaining quality control and service standards
- Supporting audit-ready documentation and compliance

This role is both operational and supervisory. You will be expected to contribute technically while leading a structured, performance-based workforce pipeline.

Key Responsibilities

1. Service Delivery (Revenue-Producing)

- Deliver Tier 1-2 IT support and digital operations services
- Oversee QA and documentation workflows
- Support cybersecurity compliance tasks
- Maintain service documentation and SOPs

- Ensure deliverables meet client and internal standards

2. Cohort Supervision (Max 5 Participants)

- Supervise small trainee-to-employee cohorts
- Review applied work tasks before wage activation
- Provide structured technical mentorship
- Conduct readiness assessments
- Approve transition from training to paid work

3. Wage Activation & Compliance Oversight

- Confirm training completion benchmarks
- Validate participant readiness for paid employment
- Ensure documentation aligns with ISET and funder standards
- Maintain defensible separation between training and billable work

4. Quality & Performance Management

- Monitor service quality metrics
- Track task accuracy and completion timelines
- Maintain documentation controls
- Identify workflow improvements

Qualifications

Required

- 5+ years experience in IT service delivery, MSP operations, or digital technical support
- Experience supervising technical staff or junior team members
- Strong documentation and quality control discipline
- Ability to manage performance with structure and accountability
- Comfort working in a compliance-aware environment

Preferred

- MSP or service desk supervisory experience
- Exposure to workforce development or mentorship
- Familiarity with cybersecurity frameworks
- Experience in audit-ready or regulated environments

Core Competencies

- Technical credibility
- Operational discipline
- Structured leadership
- Clear communication
- Performance accountability
- Documentation rigor
- Ethical boundary management (training vs billable work)

Compensation

- Wage range: **\$37–\$42 per hour CAD**



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- Performance-based incentive potential tied to:
 - Revenue contribution
 - Service quality metrics
 - Participant wage activation & retention outcomes

Full-time employment. Remote delivery model during current development phase.

Work Environment

- 100% remote (during digital phase)
- Manitoba-based candidates preferred
- Small team environment
- Lean, growth-oriented structure
- No executive layer — direct operational accountability

Why Join MGN?

- Build an Indigenous-led workforce model grounded in real employment
- Lead a structured, disciplined technical team
- Influence service standards from early-stage growth
- Participate in a revenue-backed, employer-first training system
- Work in a model designed for long-term sustainability

How to Apply

Info@pathwaysnorth.ca

Submit:

- Resume
- Brief statement outlining your technical leadership philosophy
- Example of a documentation or process improvement initiative you have led

Applications will be reviewed on a rolling basis.