



POSITION DESCRIPTION

Position: **Manager, Information Technology**

Accountability: **Director, Information Technology**

Salary Range: **\$51,000 - \$75,000**

Position Summary

The Manager is responsible for assisting and supporting the Director, Information Technology with the management and maintenance of CPMA's computer/network infrastructure and technology resources. The Manager is also responsible for updating and maintaining CPMA's websites.

Position Responsibilities

- Assist the Director, Information Technology with the administration of CPMA network infrastructure and technology resources.
- Provide full cycle support of all IT infrastructure and specific technology solutions including servers, laptops, handheld devices, operating systems, other hardware and software.
- Provide timely technical assistance and support to CPMA staff both face-to-face and remotely.
- Install, configure and maintain hardware, software, networks, printers, scanners and other office equipment.
- In conjunction with the Director, Information Technology, develop, design and propose solutions to meet technological needs of users.
- Support the Director, Information Technology with all facets of cyber and data security.
- Provide web site development and updates including:
 - Writing well designed, testable, efficient code using the best software development practices
 - Creating website layout/ user interfaces by using standard HTML/CSS practices
 - Integrating data from various back end services and databases.
- Develop support documents, FAQ's and knowledge base articles.
- Maintain hardware and software documentation.
- Improve system performance by solving problems and recommending effective changes.
- Assist the Director, Information Technology with sourcing, testing, procuring and integrating products and services.
- Maintain inventory of all hardware.
- Provide back up to Communications Manager in developing and sending communications utilizing MailChimp.

- Provide individual or group instruction and training in areas of expertise.
- Develop and maintain effective relationships with key internal and external stakeholders.
- Attend the annual CPMA convention and trade show and assist with the management of the registration system and other duties as required.
- Support CPMA projects as requested.
- Other duties as assigned.

Requirements

- Post-secondary education in a relevant field or industry-specific certification in relevant computer systems or software
- Experience with MS Office 365 Suite including: Outlook, Word, Excel, Powerpoint, OneDrive, Teams
- Experience with Windows 10
- Experience with Adobe Suite including: Dreamweaver, Photoshop, Illustrator and Acrobat
- A strong working knowledge of numerous operating systems
- Working knowledge of the following software or similar products: VPN Fortinet, TrendMicro Virus, SQL databases 2017 or greater, MailChimp, Sitefinity and Sage CRM
- Experience with web platforms, web content technologies, protocols and development tools
- 1-3 years proven experience providing hardware and software support
- Excellent interpersonal and communication skills, both verbal & written
- Proactive and self-motivated with demonstrated ability to self-manage job responsibilities, adhere to defined processes and meet customer service levels
- Excellent time management skills and ability to establish reasonable and attainable deadlines for resolution
- Occasional bending, moving, lifting, carrying of equipment, reaching and crawling under desks to help with equipment set-up may be required

If you are interested in applying for the above position, please send your resume along with salary expectations to: careers@cpma.ca by July 19, 2021