



College of
Massage
Therapists of
Ontario

CAREER OPPORTUNITY

IT SPECIALIST

WHO WE ARE

The **College of Massage Therapists of Ontario (CMTO)** regulates Registered Massage Therapists (RMTs) and exists to protect the public interest. By ensuring that RMTs maintain professional Standards of Practice and are held accountable for their conduct, CMTO protects the public's right to receive high quality, safe and ethical Massage Therapy treatment. The College operates in a non-unionized environment and is conveniently located near transit in midtown Toronto.

ABOUT THE ROLE

CMTO is seeking an IT Specialist to provide a broad range of hands-on technical support and expertise in relation to the College's information technology hardware and systems. Acting as an Administrator for the College's primary software applications, the role is also accountable for maintaining the website and providing end user application training and technical support.

The individual we are looking for possesses superb customer service skills, an extensive set of technical support skills and will demonstrate strong motivation to learn and to grow with the College. The successful candidate is a personable team player with a positive attitude, strong communication and presentation skills. They must multi-task and thrive in a fast-paced environment and hold themselves accountable for results.

KEY DUTIES AND RESPONSIBILITIES

Reporting to the IT Manager, the key accountabilities of the role include:

- Provide support to staff and members of Council (CMTO's Board of Directors) utilizing an externally-hosted Help Desk ticket system.
- Act as Administrator for corporate applications including managing security, data integrity, gathering and documenting user requirements and preparing system technical documentation.
- Support innovation through the execution of Business Requirements and Project related tasks and activities including testing, installation, configuration and software application support.
- Responsible for publishing and monitoring content on the College website and for sending out email broadcasts.
- Coordinate and administer End User training for the College's IT systems and applications including preparing reference materials.

College of Massage Therapists of Ontario

1867 Yonge Street, Suite 810
Toronto, ON M4S 1Y5

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1-800-465-1933

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- Support commonly used devices such as mobile phones, tablets, Boardroom AV/presentation equipment.
- Create and maintain standard operating procedures, policies, forms, user/issue logs and reports.
- Design and maintain queries and reports.
- Provide ad hoc support as needed.

QUALIFICATIONS

- College Diploma or Degree in Information Technology, Computer Science or related field with a minimum of 8 years' experience in an IT support role.
- Demonstrated experience as an Administrator of a work flow process system such as a case management or customer relationship management enterprise system or equivalent. Preference is given to experience with Alinity.
- Advanced proficiency with MS SQL (Simple Query Language) for data retrieval, statistics and auditing of records.
- Ability to work with data sets and create SQL Views and data reports using SQL queries and Crystal Reports.
- Advanced proficiency with WordPress, Adobe Acrobat, Adobe Photoshop etc.
- Excellent understanding of IT best practices.
- Demonstrated advanced technical ability to install, configure, troubleshoot and maintain computer hardware and software.
- Demonstrated experience in the development, testing, implementation, integration, maintenance, and support of in-house developed and off the shelf applications.
- Proficiency with Windows, Microsoft Outlook, Microsoft Office Suite along with desktop computer operating systems and utilities.
- Familiarity with a variety of hardware including; mobile devices, personal computers, tablets and peripherals such as network printers, standalone printers and scanners.

INTERESTED?

To be considered for role, please forward your resume and cover letter to resumes@cmto.com on or before June 18, 2018. **Please state the Job Posting Title in the Subject Line of the email.**

We thank all applicants for their interest in CMTO. Please note, only applicants selected for an interview will be contacted.

The College of Massage Therapists of Ontario promotes diversity in the workplace and is committed to ensuring that its recruitment and other personnel activities are fair and equitable. Accommodations are available at all stages of the employment cycle upon request.

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