

Career Opportunity

Internal IT and Project Management Lead – Full time Permanent Position

The College of Physiotherapists of Ontario regulates physiotherapists and exists to protect and serve the public interest. The College protects the rights of patients to safe, competent and ethical care by ensuring physiotherapists maintain professional standards of practice and are held accountable for their conduct and practice.

The College of Physiotherapists of Ontario is currently seeking a professional, self-motivated candidate with strong communication, critical thinking and leadership skills for the **Internal IT and Project Management Lead** role.

Position Overview

The Internal IT and Project Management Lead will report to the Director, Corporate Services and the Strategic Projects Manager, and will be responsible for providing expert knowledge and support to the College with respect to enterprise IT needs, including being the in-house technical lead for the CRM and other enterprise applications.

This role will also support the College in ongoing business process improvements, the project management office (PMO), data and performance metrics. The Internal IT and Project Management Lead will be responsible for the collection and reporting of data, both internally and externally, as required. This position participates in various activities that contribute to the organizational mandate and a healthy working environment of the College.

Key Accountabilities

Enterprise IT and technical lead

- Works with the Director of Corporate Services to identify and implement technology solutions in a cost-effective way.
- Supports changes, ongoing development, and administration of enterprise database application, i.e. CRM (Dynamics, SharePoint).
- Works with business stakeholders to support User Acceptance Testing, develops test scripts, and identifies defects.
- Is the in-house technical expert on enterprise applications (including but not limited to CRM, SharePoint, VoIP phone system, and ClickDimensions).
- Provides technical support for enterprise applications (Level 2 or 3), trains users, and writes and updates protocols and procedures.
- Analyzes business processes and identify improvements.
- Based on understanding of business processes and user needs, identifies appropriate IT solutions.

Data, performance metrics and reporting

- Maintains the integrity of program data through regular testing to identify data accuracy issues and suggests solutions where problems arise or where quality improvement opportunities are identified.
- Prepares dashboard and progress reports for the College's strategic projects.
- Prepares technical reports by collecting, analyzing, and summarizing information and trends.

Project Management Support

- Maintains a centralized structure for project management and dashboard reporting, including development of performance indicators in consultation with the Registrar.

College of Physiotherapists of Ontario
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- Monitors and reports on project progress by tracking activity, assisting with problem resolution, publishing progress reports, recommending actions.
- Maintains appropriate records of all project activity.
- Provides project planning, research and other project development support for development and completion of strategic projects across all functional and business areas and all staff levels, as requested or assigned.

Cross Departmental activities

- Participates in College-wide activities that contribute to the culture and continuing quality improvement of College work.

Education, Experience and Qualifications

Education

- Post-Secondary degree/diploma in a relevant discipline with course work in computer science and/or equivalent experience.

Experience

- Three (3) years' related experience in IT and technical support for database and enterprise applications.
- Demonstrated experience in user training.
- Experience managing vendor implementation an asset.
- Experience as IT analyst, IT systems analyst, or IT project manager an asset.

Specialized Knowledge

- Demonstrated knowledge of enterprise applications.
- Strong understanding of enterprise IT architecture, including systems of record, application integration, networking, and security.
- Good understanding of business technology ecosystem, with experience developing business case and shortlisting of solution options.
- Relevant experience with CRM (Dynamics, SharePoint).
- Demonstrated knowledge of data management and data analysis.
- Demonstrated understanding of/experience in performance reporting at the organizational level (e.g. balanced scorecard, lean or some other data-based system).

Competencies and Attributes

- Superior oral and written communication, facilitation and interpersonal skills.
- Demonstrated proactive and effective client service orientation.
- Demonstrated creativity, flexibility and initiative.
- Superior critical thinking, analytical and problem-solving skills.
- Ability to work effectively both independently and within a team environment.
- Self-motivated with superior organizational skills to efficiently manage workload and deal effectively with multiple demands.

Terms and Working Conditions

- This role is full-time permanent position.
- Starting salary: \$89,500. Salary may change according to years of experience and qualifications.

Benefits

College employees are provided with a comprehensive group benefits plan, are registered in the RRSP program where the College makes a monthly contribution on their behalf, and have many paid opportunities for continuous learning and professional development.

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To apply, please forward your résumé and cover letter highlighting related experience to hr@collegept.org no later than March 23, 2018. Please quote **Internal IT & Project Management Lead** in the subject line.

We thank all applicants for their interest. However, only candidates selected for an interview will be contacted and invited to participate in the process of recruitment.

No phone calls or agencies, please.

In accordance with the Ontario Human Rights, Accessibility for Ontarians with Disabilities Act (AODA) & the College's Recruitment & Selection Policy for Staff, a request for accommodation will be considered throughout the recruitment and hiring process.



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