

**THE COUNCIL OF MINISTERS OF EDUCATION, CANADA (CMEC)** is an intergovernmental body providing leadership in policy development, program administration, and research at the pan-Canadian and international levels. Located in the heart of Toronto (steps from the St. Clair subway), CMEC is seeking a:

## **BILINGUAL INFORMATION TECHNOLOGY (IT) OFFICER, OFFICIAL LANGUAGES**

**Full-time position**

**Current salary range: \$69,080–\$88,290, depending on experience and qualifications**

**Work arrangement can be remote, in-person, or hybrid**

In joining CMEC, you will be part of a dynamic, intellectually stimulating, and collegial environment, in an organization that is focused on enhancing the quality of education for all Canadians.

The **IT Officer** will report to the Coordinator, Official Languages, who is a member of the organization's management team.

You will be the main resource person for all IT projects in the Official Languages (OL) unit, including the three [Official Languages Programs \(OLP-PLO\)](#), Explore, Destination Clic, and Odyssey. In collaboration with other IT personnel, you will coordinate various projects between multiple vendors and focus on the alignment of various technologies, while providing subject-matter expertise to ensure the successful deployment, maintenance, and improvement of IT projects. Such projects include managing and upgrading of the OLP-PLO database; improving the OLP-PLO websites; overseeing the deployment of OLP-PLO mobile application updates; and working on other potential future projects, such as the implementation of an OLP-PLO Customer Relationship Management (CRM) platform.

### **Key responsibilities**

- Act as the lead project management and business analysis resource for various IT projects. Duties will include:
  - defining business requirements;
  - managing vendor relations and service levels;
  - analyzing proposals;
  - engaging relevant partners and managing expectations;
  - reporting and improving project outcomes.
- Coordinate the work of vendors for the maintenance and improvement of the OLP-PLO mobile app as well as the OLP-PLO database.
- Collaborate with the technical support administrator and coordinate the work of the vendor responsible for the OLP-PLO website.

- Perform functional and quality assurance testing before the deployment of any new projects, as well as oversee ongoing maintenance updates, testing, and quality assurance.
- Resolve post-deployment issues reported by partners.
- Ensure that vendors follow best practices throughout each project's life cycle.
- Provide customer-centric training and training materials to OL staff, provincial/territorial coordinators, and directors of institutions participating in the OLP-PLO.
- Assist in the evaluation, review, and testing of IT platforms proposed for OLP-PLO use.
- Assist in the drafting and review of vendor contracts.
- Provide strategic advice on IT projects managed by the OL unit.
- Create and maintain technical documentation pertaining to OLP-PLO IT projects and platforms.
- Assist with any other IT-related tasks for the OL unit, as required.

### **Key qualifications**

- University or college degree in computer science or related discipline.
- Strong project management mindset. PMP, Agile, Scrum certifications are an asset.
- Excellent command of French and English; fluency in both writing and speaking is a critical success factor.
- Experience managing large and complex databases with technologies such as Oracle and SQL.
- Experience maintaining WordPress websites.
- Experience overseeing and maintaining mobile applications, including knowledge of technologies such as Swift, Kotlin, Xcode, and Android Studio, in the capacity of a generalist (not necessarily as a programmer).
- Excellent understanding of and hands-on experience with IT systems and server technologies, such as Microsoft Azure, Apache, Linux, and Microsoft 365 (working knowledge of Oracle Database Standard and Apex is an asset).
- Excellent problem-solving skills.
- Strong attention to detail.
- Highly collaborative with strong interpersonal skills.
- Ability to work independently and as part of a team.

The position offers a full benefits package, including:

- Competitive vacation allotment
- Ten (10) paid sick days
- Five (5) paid personal days
- Personal wellness and professional development account (up to \$600 annually)
- Contribution equal to 10% of the employee's annual salary in lieu of a group pension plan
- Health benefits
- Flexible work schedule, with the opportunity for hybrid work

Please send an electronic version of your cover letter and résumé to the Council of Ministers of Education, Canada (CMEC) **by 4:00 p.m. EDT, October 7, 2023**. For more information, visit us at [www.cmec.ca](http://www.cmec.ca).

CMEC is committed to fostering an inclusive, diverse, and accessible environment, where all employees, business partners, and clients feel valued, respected, and supported. If you require accommodation during the recruitment and selection process, please let our Human Resources team know.

CMEC thanks all candidates for their interest in this position. Only those who are selected for an interview will be contacted. Candidates must be legally entitled to work in Canada.

**CMEC is an equal-opportunity employer.**