



**The Proulx Global Education & Community Foundation**  
**CiiAT - The Canadian International Institute of Art Therapy**  
143 Joseph Street, Victoria BC, Canada, V8S 3H6  
Phone: 1-250-419-7628  
Email: [jobs@ciiat.org](mailto:jobs@ciiat.org)  
Web: [ciiat.org](http://ciiat.org)

## **Technical Manager for Online Art Therapy Educational Institution**

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Job Title: Technical Manager  
Job Type: Employee  
Job Date: ASAP  
Compensation: \$60,000 - \$80,000 annually  
Hours per Week: 40  
Location: Remote working on BC (PST) timezone

The Canadian International Institute of Art Therapy (CiiAT) is seeking a Technical Manager for full-time employment. Expand your professional skills in leadership and strategic planning at a leading Canadian not-for-profit organization focusing on art therapy education and mental health initiatives.

### **Our Organization**

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CiiAT is once again expanding! We are looking for a Technical Manager to join our diverse and inclusive team.

The Canadian International Institute of Art Therapy (CiiAT) is a non-profit organization leading the way in virtual art therapy. We deliver a wide range of services, including academic programs, from professional development to postgraduate-level diploma programs, and clinical services both nationally and globally. CiiAT also provides supervised therapeutic services to clients in partnership with health authorities and community-based agencies across Canada. We help thousands of people improve their mental wellness through our student-led Virtual Art Therapy Clinic. Our online Learning Management System (LMS) allows students to complete virtual synchronous and asynchronous coursework to meet a wide variety of professional and career needs.

For more information about our organization, please visit [www.ciiat.org](http://www.ciiat.org).



## Job Description

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The Technical Manager reports to the Executive Director and works closely with the management team to ensure successful delivery of all platform and technical support operations. The position supervises two to three technical support staff and collaborates with CiiAT's Platform and Application Architect.

The Technical Manager upholds CiiAT's forward-thinking vision while overseeing the management of its complex systems and platforms. They collaborate with administration and other relevant departments to ensure that CiiAT maintains its position as a leader in virtual art therapy. CiiAT delivers programming and services via the open source online learning platform, Moodle. Key applications within the broader CiiAT platform include the Google Workspace, Zoom, and YouTube. The Technical Manager also provides hands-on troubleshooting and improvement to all systems and platforms that CiiAT uses.

As for all positions at CiiAT, this position requires a high degree of technical competence and comfort with various technologies. The ideal candidate would be comfortable working remotely with multiple complex systems, including PIPEDA-compliant data systems, in a fast-paced virtual environment. A solid, fast, internet connection, computer, and webcam is a requirement for this position. If the successful candidate resides in Victoria, BC, they may be required to work in-person at the head office occasionally.

### **Responsibilities include, but are not limited to:**

#### Platform

- Product owner for all applications on the platform
- Manages all application enhancements, updates and development using Agile where possible
- Leads the management of platform applications as well as architecture policies, procedures and standards
- Contributes to the strategic direction for technology acquisitions, contingency planning, disaster recovery, and security
- Maintains a thorough and current knowledge of Learning Management platform technologies through participation in virtual conferences, professional development and by reading journals



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- In coordination with Human Resources, supervises staff including assignment of work, development and evaluation of performance plans, and approval of leave
- Ensures the provision of training and education for the tech team and CiiAT staff

#### Tech Support

- Oversees and delivers a high level of client service, recognizing both the time sensitivity of a demanding environment and the compassion required in a mental health NPO
- Supports and manages systems, applications, and equipment
- Communicates with students, instructors, and staff to diagnose and solve technical issues
- Provides step-by-step instructions in simple terms to fix technological issues
- Provides backup solutions whenever necessary
- Provides training sessions for students, instructors, and staff on how to use applications and technology products
- Keeps logs of problems, solutions, and user satisfaction
- Works together with the rest of the tech team to find solutions to more complex issues

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#### **Education, Experience & Requirements:**

- Minimum 2 years of team lead or service management experience in IT environments
- Experience leading IT operations projects as a Team Lead, Project Lead or Project Manager
- Detailed knowledge of technology management and support protocols
- Database creation and management experience
- Experience with virtual servers and Wordpress
- Knowledge of Learning Management Systems, with direct experience with Moodle and Notion preferred
- Agile and ITIL certification is a benefit
- Must have stable and fast internet access
- Must have own computer and webcam with clear microphone, audio, and video
- Must have access to a confidential and safe workspace without distractions

#### **Knowledge & Abilities:**

- Strong leadership, team management, and customer/client relationship skills



- Excellent analytical skills and the ability to exercise sound judgment when making decisions
- Experience using and administering Google Workspace (formerly Google Suite)
- Excellent organizational skills, verbal and written English skills
- High standard of ethics and confidentiality
- Strong, firm, and compassionate communication and interpersonal skills with students, instructors, and staff
- Strong troubleshooting and problem-solving skills when resolving technical issues
- Excels in delivering in a virtual environment
- Good understanding of budget and resource planning and evaluation methods
- Ability to grow and expand systems in conjunction with team members while raising the school's profile

### **Competencies:**

**Customer/Client Development** involves the genuine intent to foster the learning or development of a diverse clientele. "Customers/clients" include the public, internal clients, colleagues, partners, committees, and co-workers.

**Creating Customer/Client Focus** involves creating a new "customer/client driven" vision for the organization/taking the required actions to ensure that the members of the organization accept/support the vision. It involves personal commitment/building the organizational infrastructure to sustain the focus on customer/client service.

**Initiative** involves identifying a problem, obstacle or opportunity/taking appropriate action to address current or future problems or opportunities. As such, initiative can be seen in the context of proactively doing things/not simply thinking about future actions. Formal strategic planning is not included in this competency.

**Innovation** indicates an effort to improve performance by doing or promoting new things, such as introducing a previously unknown or untried solution or procedure to the specific area or organization.

**Planning, Organizing/Coordinating** involves proactively planning, establishing priorities/allocating resources. It is expressed by developing/implementing increasingly complex plans. It also involves monitoring/adjusting work to accomplish goals/deliver to the organization's mandate.



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**Relationship Building** is working to build or maintain ethical relationships or networks or contacts with people who are, or may be, potentially helpful in achieving work-related goals/establishing advantages. These people may include customers, clients, counterparts, colleagues, etc.

**Results Orientation** is a concern for surpassing a standard of excellence. The standard may be one's own past performance (striving for improvement); an objective measure (achievement orientation); challenging goals that one has set; or even improving or surpassing what has already been done (continuous improvement). Thus, a unique accomplishment also indicates a Results Orientation.

## **Application Process**

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Please submit a resume and cover letter to [jobs@ciiat.org](mailto:jobs@ciiat.org) with the subject heading "Application for Technical Manager". We also accept applications through Indeed.

If your application is a suitable fit, we will respond within 5 business days. Due to the large amount of emails we deal with on a daily basis, we apologise for not being able to respond to all applicants.