TORONTO ARTS _

JOB POSTING

Position:	**Manager, Information & Systems Technology**
Type:	**Full time permanent**
Reports to:	**Director, Planning & Operations**
Direct Reports:	**None**
Starting Salary:	**Commensurate with experience**
Salary Range:	**$72,111 – $95,373**
Expected Starting Salary:	**$72,500 - $76,000**
Position Level:	**Manager (Tier 2)**
Start Date:	**September 2025**

Toronto Arts Council & Toronto Arts Foundation meet or exceed the standards set by Ontario Living Wage.

Benefits: Medical, dental, prescription drugs and hospital coverage, life and long-term disability insurance, effective three months following the start date. Following the first year, the position offers a matching contribution towards a group RRSP of up to 4.5% of salary.

Note: Toronto Arts Council and Foundation are currently piloting a 4-day work week.

Summary:
Reporting to the Director, Planning & Operations, the Manager, Information & Systems Technology is a new position responsible for managing IT infrastructure and networks, ensuring systems are secure and efficient, and supporting staff with new technologies. The Manager will lead digital transformation, technology innovation and implementation, prototyping, ensure continuity of IT services for the organization, maintain high cybersecurity standards, and work closely with staff teams to provide them with the right tools and support. This role is responsible for the planning, delivery, and continuous improvement of IT services, as well as optimizing processes and working with external contractors to ensure alignment with organizational needs.

Responsibilities:

IT Leadership & Strategy
- Advise the leadership team and provide recommendations regarding costs, value and risks related to IT decision making, system and infrastructure investments and upgrades, operational improvements, and access management control.
- Collaborate with teams to understand and align the IT function with evolving organizational needs and objectives, ensuring the integration of technology solutions to support the organization's success.

Operations & Systems Management
- Ensure smooth day-to-day IT operations and deliver exceptional IT support for employees.
- Oversee networks, cloud services, end-user devices, and office IT infrastructure.
- Lead the implementation of digital solutions and IT applications, coordinating across departments to ensure smooth integration and user adoption.
- Document procedures and processes related to technology support and infrastructure, and work to improve how we document, standardize, and streamline internal processes. Apply a UX design mindset to to map current workflows and understand friction points and user needs, and propose and implement solutions.

Technology Implementation & Integration
- Lead cross-functional projects, manage vendors, and ensure smooth implementation and adoption of current and new technologies.
- Enhance use of current digital platforms such as Teams/Sharepoint, and SmartSimple (e.g. coordinating data needs with operational needs, implementing automations, etc.)
- Evaluate and manage CRM options, Azure services, and DNS solutions in consultation with Research and Impact and other relevant teams.

Innovation & Prototyping
- Explore the use of AI and low-code tools to build and prototype internal automation solutions for multiple use cases. For example: use LLMs to assist with application processing; assist with Smartsimple automations.
- Work closely with the Manager, Data & Analytics on data-related development work (for example, open data improvements and impact map redesign).

Cybersecurity & Compliance
- Lead the implementation of new digital solutions and IT applications, coordinating across departments to ensure the development of cybersecurity policies and programs as well as ensuring compliance.
- Conduct security risk assessments to identify vulnerabilities and mitigate risks.
- Lead a training and awareness program to ensure all employees understand their roles in maintaining security.
- Work closely with Human Resources and network contractors to refine account access management lifecycle and training.

IT Asset Management & Vendor Relationships:
- Maintain and establish relationships with key contractors and vendors.
- Lead IT projects, including system upgrades, migrations, and software rollouts, ensuring timely and successful delivery.
- Collaborate with team members to help ensure that TAC's grants system is operating effectively, and contribute to configuration changes in TAC Grants Online.
- Work closely with the Manager, Data & Analytics to ensure seamless integration between technology systems and data pipelines, proactively communicate changes to data structures that may impact reporting and analytics, and support joint development efforts to improve data quality and making data and insights more available to internal and external stakeholders.

Key qualifications:

- 2+ years of experience in a related IT coordination or management position
- Experience working with a product mindset and comfort with low-code tools like n8n/zapier/make and airtable/nocodb/budibase
- Experience using AI-assisted coding tools like cursor, codex, or v0
- Understanding of web technologies, cloud platforms, docker, databases, and git
- Working knowledge and understanding of server hardware and storage platforms, Microsoft Platforms including server operating systems, client operating systems (Windows 10/11), WordPress, Azure based services, and 365 Platforms (exchange online, SharePoint online OneDrive, Teams).
- Working knowledge of network protocols and services.
- Knowledge of technology needs for non-profit organizations
- Bachelor's degree or diploma in computer science or relevant equivalent education and experience.
- Project management experience and success with integrating new technologies and methodologies into an organization.

- This position requires excellent organizational and computer skills, the ability to problem solve and multi-task, and excellent focus and attention to detail.
- Excellent interpersonal, facilitation and consultative skills and ability to work collaboratively within a small office environment.
- Experience working in Toronto's arts sector is an asset.
- Knowledge of SmartSimple or other grant application platforms is also an asset.

Other Duties:
Performs other duties as assigned by the Director, Planning & Operations.

Conflict of Interest restrictions:
The Manager, Information & Systems Technology may not work in any paid capacity with organizations and collectives that apply to or receive funding through TAC grants programs.

To apply: Please submit a cover letter and resume in a single pdf attachment to Andrew Suri, Director, Planning & Operations, at andrew@torontoarts.org, with subject line: Manager, Information & Systems Technology, by 5 pm August 14, 2025.

Toronto Arts Council/Toronto Arts Foundation is an equal opportunity employer and is committed to diversity and inclusiveness in its employment. We welcome applications from individuals who identify as belonging to our equity priority groups: Persons of Colour, Deaf Persons, Persons with Disabilities, Persons Living with Mental Illness, Indigenous, and 2SLGBTQIAP.

Accessibility

Toronto Arts Council/Toronto Arts Foundation adheres to the Accessibility for Ontarians with Disabilities Act (AODA) and is committed to providing an inclusive and barrier-free experience to candidates with accessibility needs. Requests for accommodation can be made at any stage of the recruitment process and may include:

- Providing alternative formats of this document on request (audio transcript, ASL video).
- Accepting applications in point form, through video and/or voice memo.
- ASL interpretation, captions on Zoom, or meeting by phone for candidates selected for an interview.
- Other accommodation as requested.

If you require accommodation, please send an email to andrew@torontoarts.org