



December, 2021

JOB POSTING

Position: Technical Assistant
Type: Permanent full-time
Reports to : Director of Granting
Start Date: February 2022
Starting Salary: \$48,000

Summary

The Technical Assistant provides technical and online-system support for TAC's grants management system and Toronto Arts Foundation's online awards system, and also provides general office IT support as required. In addition, the Technical Assistant helps to monitor, document and refine TAC's grant processes, and assists in grant related data generation and analysis.

Responsibilities include:

- Supporting the Director of Granting to help ensure that TAC's grants system is built and managed effectively.
- Assisting with configuration changes and program set-up in *TAC Grants Online*.
- Troubleshooting and resolving issues relating to system configuration.
- Providing validation and quality assurance testing of changes and new releases of the system
- Providing support, guidance and training to TAC staff on the system.
- Providing *TAC Grants Online* technical support to troubleshoot issues experienced by applicants and assessors and assist in problem resolution.
- Assisting in the maintenance of online grants system user guides for grants staff and system administrators, and preparing systems documentation and procedures documentation for use by TAC staff.
- Retrieving and reporting data from the online grants system on request and assisting in the implementation of an Open Data system for TAC.
- Assisting with grant program related content management for the TAC website, including AODA compliant program guideline and website updates.
- Fulfilling other technical and IT duties, as required.

Key qualifications/requirements:

This position requires knowledge of online application systems, strong organizational and computer skills, the ability to problem solve and multi-task, and excellent focus and attention to detail. A positive attitude and willingness to “pitch in” and help out is required.

The successful candidate will have: experience working with various programming languages to problem solve technical challenges; a College diploma in Information Systems **or** equivalent in experience and/or training; experience working with online application systems and some experience working with programming languages (including basic understanding of javascript, html and css); proficiency in Windows-based software (Word, Excel, Adobe); an understanding of digital accessibility and interest in learning more; and will be capable of working collaboratively within a small office environment.

Additional assets include the ability to maintain a Google Workspace cloud server, and experience of public funding of the arts, Toronto’s arts environment and associated art forms as well as an understanding of grants management processes and activities.

Conflict of Interest restrictions:

The successful candidate 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 cover letter and resume in a single PDF document by 5:00 pm on **January 14, 2022 by email only** to Director of Granting Andrew Suri, andrew@torontoartscouncil.org. Specify *Technical Assistant* in the subject line.

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: Black, Persons of Colour, Deaf Persons, Persons with Disabilities, Persons Living with Mental Illness, Indigenous, 2SLGBTQIAP. Accommodations are available on request for candidates taking part in the selection process.