

## **Digital Specialist (Permanent, Full-Time)**

*We acknowledge that the land we gather on, Moh'kinsstis, is the ancestral territory of the Siksikaitsitapi—the Blackfoot people—comprising the Siksika, Kainai, and Piikani Nations, as well as Treaty 7 signatories, the Tsuut'ina Nation, and the Îyâxe Nakoda Bearspaw, Chiniki, and Wesley First Nations. This land is also the home of Métis Nation Region 3. We recognize all Indigenous people of Turtle Island who call Treaty 7 home.*

*We acknowledge that there has been art, music, dance, storytelling, and ceremony on this land since time immemorial and it is in the spirit of this land and its people that we do our work.*

### **Employment Equity Statement**

Calgary Arts Development is an equal opportunity employer and employs people without regard to race, ancestry, place of origin, colour, ethnic origin, language, citizenship, creed, religion, gender identity, sexual orientation, age, marital status, physical, and/or mental abilities.

While remaining alert and sensitive to the issue of fair and equitable treatment for all, Calgary Arts Development has a special concern with the participation and advancement of members of designated groups that have traditionally been disadvantaged in employment: Black, Indigenous, and people of colour, persons with physical or mental disabilities, and members of the 2SLGBTQIAP+ community.

We are currently working remotely to reduce the risk of COVID-19 contact for our staff, but it is important to note that our office in the Burns Building downtown is unfortunately not fully accessible in the following ways:

- The Burns Building is not fully wheelchair accessible.
- We do not have accessible or gender-neutral washrooms—the closest ones are in the building adjacent to ours, Arts Commons.
- We are not presently equipped with technology that supports those with hearing or visual impairments.

While we seek to rectify this in the future, we feel it is important to be transparent about the limitations of our current facilities.

## Who Are We?

Calgary Arts Development Authority is our city's designated arts development authority. We provide grant investments to hundreds of arts organizations, individual artists, and groups. We value relationships, generosity, reciprocity, plain language, and curiosity.

We believe the arts have the power to build our city. Through the arts development strategy, *Living a Creative Life*, our vision is a creative, connected, prosperous Calgary where every resident has the opportunity to live a creative life. We foster a sustainable and resilient arts sector, and support arts-led city building.

Strong relationships are central to our work, and will be particularly central to this role. We honour artists and believe that art is a critical component of public good. We welcome new introductions and partnerships with artists and arts organizations as well as with others whose work may be outside the arts who are trying to make our city great through living a creative life.

Our team has been working towards creating shared environments where all people can feel safe, heard, and validated. A sensitivity to the lived experiences of diverse, marginalized, and equity-seeking people is very important as we continue valuing equity, diversity, inclusion, and accessibility in all aspects of our work.

## The Role

**We are recruiting a full-time digital specialist to join our team.** This new position is responsible for supporting our information technology (IT) systems as well as developing a digital strategy for Calgary Arts Development.

This role will work toward embedding the values of equity, diversity, inclusion, and accessibility in all relationships and processes related to this position. This includes honouring our commitment to Indigenous reconciliation, racial equity, disability justice, and gender and sexual diversity.

## Accountabilities

This is a new position at Calgary Arts Development, and as such we recognize that accountabilities may shift.

- Developing and implementing a digital strategy for Calgary Arts Development.
- Working with and being the main point person for our external IT service provider.
- Working with and being the main point person for our external website designers in the creation and day-to-day upkeep of our online and digital assets.

- Assisting with internal IT requirements for all staff such as:
  - On-boarding new staff on digital processes such as VPN use, accessing the company shared server, connecting to the office printer and scanner, remote desktop connections, and other necessary technical requirements.
  - Managing our Google Suite account and services.
  - Managing and troubleshooting video conferencing services such as Zoom, Microsoft Teams, and Google Meet. This includes running town halls and other public events.
  - Assisting with software management and set-up for internally used programs such as Sumac, Sage Accounting, Adobe Suite, and more.
  - Assisting with our granting interface, SmartSimple.
  - Managing the set-up and maintenance of the office Smart TV and in-person video conferencing services.
  - Managing the hardwired office phone system, and liaising with external telecommunication providers to ensure that it remains up to date with staffing.
  - Managing our Slack environment.
  - Creating and implementing a user-friendly file system for our internal shared server.
- Assessing our current digital environment and tools and ensuring our digital tools and processes best serve our needs in the areas of granting, communications, community engagement, research and data collection, administration, information management, and board relations. This includes:
  - Ensuring our content management system is up-to-date and all website widgets are functional and current.
  - Ensuring online assets are up-to-date on best use web design practices and standards with an accessibility-first lens.
- Assessing the accessibility of our digital environment, and working with our website designers to ensure that our online presence is progressing toward increased accessibility for those with vision, hearing, and neurological impairments.
- Working with the general manager to ensure that the internal intranet, which contains online resources for staff, remains current.
- Supporting the communications team in content management when needed.

## Who Are You?

For this position, we are looking for someone who is knowledgeable about IT and who has hands-on experience managing technology solutions for a mid-sized organization.

**You are not all things to all people, but you are probably already a few of these things:**

- You are passionate about the Calgary arts community, and enjoy working with people.
- You are highly organized, detail oriented, and self-motivated in your work.
- You are comfortable juggling multiple tasks simultaneously, identifying priorities, and ensuring those you work with have all the details they need to be successful in their work.
- You are committed to growing your awareness of equity, diversity, inclusion, and accessibility and want to ensure that our systems reflect those values, but this is not new work for you.
- You have deep knowledge and understanding of what a digital product or service is and how a solid IT environment can serve an organization.
- You have knowledge of and are committed to best practices in digital and online accessibility.
- You are aware of or interested in learning the best practices and trends as they relate to:
  - Mobile applications
  - Copyright
  - Art creation tools
  - Broadcast and digital publication tools
  - Website development
  - Organizational file management
  - Remote access for file sharing
- You have experience and skills in facilitation and in supporting and encouraging a collaborative approach.
- You have experience, knowledge, and an interest in community engagement through app development and community engagement portals.
- You have the ability to work closely with various stakeholders (management, artists, clients, developers, designers, community investment, communications, etc.).
- You have a strategic approach and mindset.
- You enjoy problem-solving and troubleshooting to find solutions when situations arise.
- You are comfortable multitasking and working within tight deadlines.
- You are comfortable working in a collaborative and open work environment as well as working remotely when necessary.
- You are a self-starter who is adaptable working both independently and with a team.
- You are a lifelong learner.



If you see yourself in this opportunity, we would love to have a conversation with you. And if you're not sure, you can learn more about us by exploring our website at [calgaryartsdevelopment.com](http://calgaryartsdevelopment.com).

We are also open to having conversations with individuals in advance of the submission of an application to clarify questions about this posting. Please address those inquiries to Helen Moore-Parkhouse, Director, Communications and Engagement, at [helen.moore-parkhouse@calgaryartsdevelopment.com](mailto:helen.moore-parkhouse@calgaryartsdevelopment.com).

## How to Apply

Please indicate your interest by emailing [jointheteam@calgaryartsdevelopment.com](mailto:jointheteam@calgaryartsdevelopment.com) with your resume and cover letter. Please use the subject line: *Digital Specialist*.

In your cover letter, *please describe how IT can serve a mid-sized organization in achieving its mission and vision while ensuring equitable access to technology and improving universal user accessibility.*

If you would like to request application assistance, please contact [jointheteam@calgaryartsdevelopment.com](mailto:jointheteam@calgaryartsdevelopment.com) or call 403.264.5330 to arrange assistance. Details around application assistance are listed in detail below.

**For best consideration apply by February 28, 2022. We are hoping to fill this position by March 31, 2022, but our commitment to finding the right fit may require more time.**

Minimum annual salary is \$60,000 in addition to an extended health benefits package, and a matching RRSP program.

## Application Assistance

We recognize that the job application process can create barriers to access for many applicants who are interested in applying. Our job calls are written in English, shared online and require applicants to email their applications in English. This creates technological, linguistic, communication, and cultural barriers, to name a few.

In recognition of these barriers to access, eligible applicants can request assistance to help alleviate some of the costs associated with preparing and submitting a job application.

## Who Can Request Assistance?

### Individuals who self-identify as:

- An individual who is Deaf, hard of hearing, has a disability or is living with a mental illness.
- An individual facing language, geographic, or cultural barriers.

### To receive assistance, you will need to provide:

- The name and contact information of someone who can help you (this could be a trusted friend or family member, or a professional service provider). We may be able to make recommendations depending on the service being requested.
- The amount you are requesting, including the service provider's hourly rate.

## Types of Assistance

### General Transcription or Editing Services & Organizing of Support Materials

- Applicants who identify barriers within the writing process directly due to a physical or learning disability or due to living with mental illness.
- **Maximum Contribution:** \$75

### Language Translation

- Applicants writing an application in another language who require translation into English, including American Sign Language.
- **Maximum Contribution:** \$150

### ASL Interpretation

- Calgary Arts Development is able to make arrangements for reputable, in-person ASL interpreters for interviews, in consultation with the interviewee, and at no cost to the interviewee.

### Interview Parking

- Applicants who must drive to an interview at our request are eligible to have their parking costs paid by Calgary Arts Development.
- **Maximum Contribution:** \$26 per interview, or the equivalent of the daily rate for parkades or parking meters that are close to the Calgary Arts Development office. *Please note that currently all interviews are being conducted via Zoom.*

### Childcare

- Applicants who require childcare services in order to attend the interview are eligible to be reimbursed for those childcare expenses.