

## Content Manager

### Position Overview

The Content Manager is responsible for maintaining ITFO's enterprise content management systems. Interfacing with our Fortune-500 clients and ITFO's program leads, the Content Manager is responsible for managing data and database structures for multiple clients, staying up to date on content management best practices, and updating content in our enterprise systems. Previous experience in content/knowledge management in a corporate environment is essential for this role.

### Primary Responsibilities

- Provide bulk data management and database restructuring
- Review alerts and adjust technical parameters to achieve client objectives
- Stay up-to-date on content management best practices and curation tools
- Maintain content management tools
- Work with ITFO program leads to communicate project needs and client feedback
- Support multiple client accounts by managing client relationships and client content
- Provide edits and updates to content in our enterprise content management systems
- Provide weekly updates on content performance
- Provide topic curation and reporting
- Manage technical aspects of content management system

### Qualifications

#### Required:

- Relevant post-secondary education or related experience
- Previous experience in a corporate environment in a content or knowledge management role
- Knowledge of content management best practices and content curation tools
- Exceptional project management skills
- Demonstrated ability to manage processes
- Strong attention to detail
- Proven ability to multi-task and to work independently
- Excellent communication skills: proven ability to collaborate cross-functionally, diplomatically, and professionally across all levels of complex organizations, both internally and externally
- Proficiency in the Office suite of programs
- Experience with account management
- Ability to work flexible hours
- Experience leading small teams
- Experience working with SharePoint data

#### Nice to have:

- Experience with Microsoft Teams or other collaboration tools
- Experience working in a remote/distributed team environment
- Adept at learning new software
- Knowledge of financial services, legal services or Information technology industries
- Basic SharePoint development experience (site/lists/forms)

This is a full-time contract position, working remotely, with the potential to transition into a permanent employee role with benefits. To apply for this position submit a resume and cover letter—or to ask questions—please contact: [careers@itfo.ca](mailto:careers@itfo.ca)