

Director of Technology

Posted January 19th, 2026

This position supports the mission of the Crisis & Trauma Resource Institute (CTRI) and its subsidiary brand, ACHIEVE Centre for Leadership (ACHIEVE). Our mission is to create a trauma-informed world and help build great workplaces through our training and consulting services.

The Director of Technology supports CTRI & ACHIEVE's mission by leading and managing digital systems, infrastructure, and technology strategy. This role ensures our systems function cohesively to support the client journey, streamline internal workflows, and align with organizational goals.

The Director of Technology leads integration and modernization efforts, manages key vendors, ensures data security, and supports the rollout and adoption of new systems.

The role also includes people leadership responsibilities for individuals contributing to technical workflows.

As is the case with all positions at CTRI & ACHIEVE, this role will evolve over time in support of the company's growth and in connection with the strengths of the person hired.

Projected start date: April 13th, 2026

Work Hours, Wages, & Benefits

This is an **on-site full-time position**. CTRI currently defines full time as **33.75 hours per week**. The successful candidate will work from our offices at 555 Broadway Ave. in Winnipeg, with flexibility for a hybrid working model.

Wage Range: \$83,993 - \$111,879 depending on experience.

Benefits: An extended benefits package is available after three months of employment.

Key Duties Include:

System & Infrastructure Leadership

- **Oversee the operation and optimization of digital platforms, including:**
 - CRM and customer databases (Microsoft Dataverse, ActiveCampaign)
 - Website and content management systems (WordPress, WooCommerce)
 - Marketing automation tools
 - Media hosting, ticketing, and file repository systems

- Lead systems integration, automation, and consolidation projects
- Partner with internal stakeholders to enhance cross-departmental workflows
- Lead cybersecurity protocols, backup procedures, and maintain documentation for system processes and architecture.

Strategic Technology Planning

- Align technology decisions with organizational strategy and growth plans
- Identify cost-saving opportunities by maximizing existing tools
- Proactively identify areas for modernization (ie. automation, AI adoption, UX improvements)
- Collaborate with marketing and operations on digital strategy, client journey improvements, and public-facing tools

Project & Vendor Management

- Manage project timelines, priorities, deliverables, and stakeholder communication.
- Oversee third-party technology vendors (Web, CRM, IT, hosting, etc.)
- Act as liaison between internal teams and technical vendors to ensure alignment.
- Evaluate performance and maintain service agreements.

Required Qualifications/Skills

- 5+ years of experience in a technology-related leadership role (ie. Systems Analyst, IT Manager, Infrastructure Manager)
- Strong Experience with Microsoft 365 ecosystem (e.g., Teams, Dataverse, SharePoint, Dynamics) an asset.
- Systems Thinking Mindset - Understands how systems connect across departments; designs workflows that reduce friction and improve efficiency.
- Strong vendor and project management skills and ability to manage cross-functional teams
- Proven ability to align technical systems with business goals
- Excellent collaboration and communication skills
- Demonstrated commitment to our core values which are:
 - Joy – We Find Joy in Work and Our Relationships
 - Togetherness – We Do Great Work Together
 - Improvement – We Seek Feedback and Act to Improve
 - Authenticity – We practice what we teach

Assets (Preferred)

- Microsoft certifications
- Knowledge of data flow, API integrations, and cybersecurity best practices
- Experience in an education or training-based organization
- Familiarity with cloud infrastructure (ie. AWS, Azure)
- Experience in creating and/or maintaining CRM integrations

Closing & Interviews

Applications will be accepted until midnight, **March 15th, 2026**. Successful applicants will be contacted by video call between **March 16th - March 20th, 2026** for a brief interview. Full-length interviews will take place soon after the initial video call.

To Apply

Please send the following in **one attachment**: resume, cover letter, three work-related references, links to your portfolio and or previous work, if available, and a response to the following questions:

1. *What do you do to contribute to a healthy, vibrant work culture?*
2. *What is your understanding of the work of CTRI and ACHIEVE?*
3. *How does the position of Director of Technology help in fulfilling our mandates?*

Send Application To:

Cindy Rublee at cindy@ctrinstitute.com