

Organization: Canadian Council of Motor Transport Administrators (CCMTA)

Job Title: Administrative Assistant, Technology Services

Reports to: IT Director

About CCMTA

For all Canadians road safety is an issue that unites us. We have a shared commitment and responsibility to keep our roads safe and reduce serious injuries and fatalities – because when you go out on the road, you want to feel secure knowing that you and your family will arrive at your destination, safe and sound.

The [Canadian Council of Motor Transport Administrators \(CCMTA\)](#) is a national association whose members have responsibility to for the administration, regulation, and control of motor vehicle transportation and highway safety. Our vision is to have the safest and most efficient movement of people and goods by road in the world. We are the custodians of the National Safety Code and provide collaborative leadership in addressing Canadian road safety priorities and members' digital services through the Interprovincial Records Exchange (IRE) Network.

Established over 80 years ago, one of our functions is to exchange knowledge and data, using technology, to support members' needs.

The IRE Network was originally created and developed to facilitate electronic exchange of standardized driver and vehicle information among the Departments of Motor Vehicles in each Canadian jurisdiction. The network has been operational since 1988 and is the communications portal backbone system by which jurisdictions share driver and vehicle information nationally. In the mid-1990's, the IRE system was expanded to encompass safety-related issues; primarily to support vehicle safety and emissions recall campaigns and other road safety initiatives.

CCMTA has made substantial investments in the technology platform to modernize and upgrade this important business and safety tool. The modernization strategy also includes a business modernization.

CCMTA has identified an opportunity for a new role for an Administrative Assistant, to support the operational requirements of the Technology Services department at CCMTA.

Summary

We are seeking a highly organized and detail-oriented Administrative Assistant to join our Technology Services department. The successful candidate will be responsible for a variety of administrative tasks, including but not limited to IT asset inventory management, monitoring mailboxes, assisting the IT director, and supporting various projects. This role is crucial in ensuring the smooth operation of our IT services and maintaining efficient communication within the team and with our clients.

Key Responsibilities

- **IT Asset Inventory Management**
 - Maintain accurate records of all IT assets.
 - Track and update inventory data regularly.
- **Monitoring Mailboxes for Recall Order Submissions**
 - Regularly check and respond to emails related to recall orders.
 - Ensure timely processing and follow-up on submissions.
- **IT Portal User Management**
 - Assist with user account creation, permission management, and troubleshooting.
 - Support the maintenance and organization of the three IT portals used at CCMTA.
- **Generating Monthly Reports**
 - Collect and compile data for monthly IT reports.
 - Assist the IT director in analyzing and presenting the reports.
- **Digital Document Management**
 - Convert old documents to digital format for storage on the company SharePoint.
 - Ensure proper organization and accessibility of digital files.
- **SharePoint User Administration**
 - Assist with user account creation, permission management, and troubleshooting.
 - Support the maintenance and organization of SharePoint sites.
- **Meeting Minutes and Team Support**
 - Attend and take accurate minutes during team meetings.
 - Distribute minutes and follow up on action items.

- **Ticket and Task Management**
 - Help manage and prioritize IT support tickets.
 - Assist with task management for development projects, ensuring timely completion.
- **Client Communication**
 - Send out notifications to clients during system outages.
 - Maintain clear and professional communication with clients regarding service status.
- **Other Duties as assigned**

Education/Experience

- Business college diploma with a minimum two-year administrative experience; or an acceptable equivalent combination of education and experience.
- Strong organizational and multitasking skills with an eye for detail.
- Proficiency in office software (e.g., Microsoft Office, Excel, SharePoint).
- Excellent communication skills, both written and verbal.
- Ability to work independently and collaboratively within a team.

Language

- Bilingualism (English and French) is an asset.

Citizenship

- Canadian citizen or permanent resident (eligible to work in Canada) required.

Working with CCMTA

We're a small group (just 16 of us!) who are deeply committed to making a difference for Canadians, by making Canadian roads the safest in the world. We have an open and flexible culture, and our team is approachable, fun, and enthusiastic. We enjoy working together, and practice values of accountability, respect, collaboration, engagement, responsiveness and a people-first approach.

This is a full-time permanent position, working in a convenient, central location in Ottawa. This position is not remote; however, CCMTA has a hybrid work environment. Relocation assistance will not be provided.

You'll work a standard work week (36.25 hours), Monday to Friday. Our office is easily accessible by transit, as well as a biking/path network, and offers free outside parking.

You'll earn a competitive salary commensurate with experience, plus employer paid benefits and a defined contribution group pension plan. We offer flexible working hours, and in addition to three weeks' vacation, we have an office closure between Christmas and New Year's!

How to Apply

Please submit a résumé AND covering letter which summarize your experience and suitability for the position to the attention of the IT Director at info@ccmta.ca.

We are looking to fill this position ASAP and will assess applications, and contact qualified applicants, as we receive them. There is no official closing date for applications.

We thank all applicants for their interest. However, only those invited for an interview will be contacted.

CCMTA welcomes applications from persons with disabilities, in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Accommodation is available on request during the hiring process. Applicants are asked to make their needs known in advance.