

JOB DESCRIPTION

TITLE		NAME
Director, Education Technology		
CLASSIFICATION LEVEL:	DIVISION	DEPARTMENT
18 ADJ	Learning & Innovation	Education Technology
REPORTS TO (POSITION): Executive Vice President, Learning & Innovation		
PURPOSE		
<p>The Director, Education Technology provides strategic leadership and operational oversight for the planning, implementation, optimization, and evaluation of educational technologies that support teaching, learning, assessment, and student success. Reporting to the Executive Vice President, Learning and Innovation, this role leads the development of a future-focused digital learning ecosystem that enhances learner engagement, strengthens feedback and support mechanisms, and advances CPAWSB's strategic priorities.</p> <p>The Director is accountable for the strategic direction and performance of CPAWSB's educational technology environment, including the learning management system (Canvas), digital assessment platforms, system integrations, and emerging technologies. Working collaboratively with internal departments and external partners, the role drives innovation, operational excellence, and continuous improvement to enhance educational outcomes and organizational effectiveness through technology-enabled learning.</p>		
RESPONSIBILITIES and ACTIVITIES:		
Responsibility 1: Strategic Leadership and Alignment		
<ul style="list-style-type: none"> Develop and execute a comprehensive education technology strategy aligned with organizational priorities, learner needs, and educational objectives. Lead strategic initiatives that enhance the learner, educator, and staff experience across the digital learning environment. Support pedagogical and curricular design and delivery using technologies. Collaborate with the Director, Program Development to design and continuously improve technology-enabled learning environments that support learner engagement and success. Support learner advisory and support design and delivery using technologies: Partner with the Director, Innovation and Learner Success to advance initiatives that foster student belonging, engagement, and success. Provide expert advice and recommendations to senior leadership regarding technology-enabled teaching, learning, assessment, and learner support. Establish governance frameworks, policies, standards, and best practices that support effective and sustainable educational technology adoption. Develop and manage operational and capital budgets, ensuring fiscal responsibility and alignment with strategic priorities and deliver measurable value. Foster collaboration across departments and with external partners to ensure educational technology initiatives support organizational goals and operational requirements. Identify risks, opportunities, and emerging trends that may impact CPAWSB's digital learning environment and strategic direction. 		
Responsibility 2: Educational Technology Management		
<ul style="list-style-type: none"> Provide overall leadership and oversight of the educational technology ecosystem, including the learning management system (Canvas), assessment platforms, integrations, and related learning technologies. Direct the team responsible for day-to-day educational technology administration, ensuring alignment with operational standards and CPAWSB priorities. Establish and monitor performance measures and key metrics to evaluate education technology effectiveness, including service standards and response-time expectations. Ensure timely and effective support for staff, contractors, and students through the delivery of responsive technology services. Serve as the escalation point for critical outages or service disruptions, coordinating with vendors to restore service and communicate impacts to affected parties. Analyze usage data, learner feedback, and outcomes to inform decision-making and continuous improvement. Lead quality assurance, system testing, and evaluation activities to maintain a high-quality learning experience. Manage vendor relationships, contracts, and service-level agreements to ensure performance expectations are met. Develop and maintain documentation, processes, and governance controls supporting the effective administration of educational technology systems. Ensure compliance with privacy, security, accessibility, data governance, and regulatory requirements. Partner with Information Services to maintain a secure, reliable, and scalable learning technology infrastructure that supports current and future organizational needs. 		
Responsibility 3: Innovation and Educational Technology Investment		
<ul style="list-style-type: none"> Monitor developments in educational technology, artificial intelligence, learning analytics, and digital learning practices to identify opportunities that support CPAWSB's strategic priorities. Evaluate emerging educational technologies and platforms for their pedagogical, operational, and business value. Lead the design, implementation, and evaluation of pilot initiatives to determine the effectiveness and scalability of prospective solutions. Monitor, evaluate, pilot, and implement emerging technologies to enhance pedagogical practices, curriculum design, learner advising, and student support, including: <ul style="list-style-type: none"> Leveraging AI and learning analytics to scale personalized learner support. Implementing AI-enabled tools to support assessment, grading, and timely feedback. Work closely with Director, Program Development to oversee implementation of technology-enabled components of program content (e.g., e-simulations, video productions). Establish evaluation frameworks, success measures, and decision criteria to support evidence-based educational technology investment decisions. Conduct market research, vendor evaluations, and business case analyses to inform recommendations for technology investments. Lead contract negotiations and implementation planning with selected vendors to ensure solutions align with the School's educational, operational, financial, privacy, and security objectives. Develop reports, recommendations, and presentations for senior leadership regarding educational technology investments, risks, opportunities, and outcomes. 		

- Champion innovation and continuous improvement by promoting the effective adoption of educational technology-enabled solutions across the organization.
- Develop strategic relationships with education technology vendors, professional associations, regulatory stakeholders, and peer institutions to identify opportunities, share best practices, and advance innovation.

Responsibility 4: Leadership, Talent, and Culture

- Lead, mentor, and develop a high-performing team focused on service excellence, innovation, and continuous improvement.
- Establish clear goals, performance expectations, accountability measures, and professional development plans for team members.
- Foster collaboration and build strong relationships across academic, operational, and technology functions to support organizational success.
- Lead organizational change initiatives related to educational technology adoption, working collaboratively with internal and external stakeholders.
- Enable the to School build inclusive and accessible education while meeting accessibility standards.
- Collaborate across regions nationally to promote and align shared education technology objectives.
- Model leadership behaviours that support CPAWSB's values, strategic objectives, and commitment to learner success.
- Ensure privacy measures are integrated into team operational activities in accordance with the School's Privacy Policy, ensuring team compliance with the School's information management policies and practices, and coordinating with the School's privacy officer as need.
- Conduct an annual review of the personal information being collected, the reasons for such collection, assessing whether the type of personal information being collected is necessary and the minimum amount required for the identified purpose(s), and reviewing who has access to personal information.

KNOWLEDGE and EXPERIENCE:

- Master's degree in Education, Educational Technology, Instructional Design, Information Technology, Business Administration, Learning Sciences, or a related field. An equivalent combination of education and experience may be considered.
- CPA or accounting educator preferred.
- Minimum 7-10 years of progressive leadership experience in educational technology, digital learning, instructional technology, or a related field.
- Minimum 3 years of hands-on teaching experience.
- Demonstrated experience leading complex technology initiatives and organizational change.
- Experience managing educational technology platforms and digital learning ecosystems.
- Proven understanding of educational technology ecosystems, including learning management systems (Canvas preferred), digital assessment platforms, system integrations, learning analytics, artificial intelligence applications for content development and educational process improvement, e.g. learner support and grading, reporting tools, data management, and cloud-based learning technologies.
- Demonstrated understanding of tools for teaching, including emerging technologies.
- Experience overseeing technology governance, vendor management, technology procurement, and enterprise technology implementations.
- Experience leading teams and managing budgets.
- Experience within post-secondary education, professional education, workforce development, or learning-focused organizations strongly preferred.

SKILLS and ABILITIES:

- Knowledge of educational technology architecture, integrations, and system interoperability.
- Understanding of data governance, information security, privacy, and accessibility principles.
- Ability to evaluate technology solutions and manage complex technology procurement initiatives.
- Ability to manage projects with multiple parties and deadlines
- Familiarity with modern digital tools, including Microsoft 365 and Artificial Intelligence-enabled productivity tools (e.g., Copilot)
- Ability to develop business cases and make recommendations for technology investments and enhancements.
- Strong vendor management and relationship management skills
- Ability to balance operational requirements with long-term technology improvements.
- Strategic thinking and vision.
- Strong financial acumen, including budget planning, business case development, and resource allocation.
- Ability to develop and implement governance frameworks, policies, and standards.
- Change leadership and organizational transformation.
- Excellent leadership, communication, and interpersonal skills.
- Ability to convey technical concepts to non-technical audiences, including senior leadership.
- Proven capacity to lead teams, manage projects, align educational technology operations with business objectives, and anticipate future trends.
- Innovation and continuous improvement mindset.
- Responds quickly to changing business needs and emerging technologies.
- Ability to stay abreast of the changing educational technology landscape.
- Ability to influence and build consensus across diverse interested parties.

WORKING CONDITIONS

- The CPA Western School of Business is a hybrid organization with employees located primarily in Western Canada.
- Occasional travel for team and governance meetings, workshops, or vendor/site visits.
- Flexibility to work outside of standard business hours, including evenings and weekends, is required during peak periods

SIGNATURES: The signatures below indicate that the incumbent and supervisor have read, discussed, and agreed that the information accurately reflects the work assigned.

INCUMBENT SIGNATURE: I certify that I have read and understood the responsibilities assigned to this position.

Click here to enter text.

Name

Signature

Date

SUPERVISOR SIGNATURE: I certify that this job description is an accurate reflection of the responsibilities assigned to this position.

Name

Signature

Date