



**Canadian Mental
Health Association**
New Brunswick
Mental health for all

**Association canadienne
pour la santé mentale**
Nouveau-Brunswick
La santé mentale pour tous

Position: Provincial Technical Services Specialist – NB-IYS

Location: New Brunswick, Preferably On-site, Permanent Full-Time

About CMHA of NB

The Canadian Mental Health Association of New Brunswick Inc. (CMHA of NB) is part of a nationwide, voluntary organization that envisions a country where mental health is a universal human right. CMHA of NB work is guided by the mission of ensuring that all people in New Brunswick experience good mental health and well-being.

CMHA of NB is STEADFAST and has long fought to improve the state of mental health in New Brunswick, yet acknowledges that the work is ongoing and remains committed to this important task. CMHA of NB is INCLUSIVE and strives for all people in New Brunswick to see themselves represented and served by CMHA of NB. The organization values the voice of those who have experienced mental illness and recognize a diverse range of mental health approaches.

CMHA of NB is PROACTIVE, with leaders who value action over mere talk, and is committed to innovation and forward-thinking to continually address and improve mental health in New Brunswick. Furthermore, CMHA of NB is COMPASSIONATE, approaching its mission with empathy, care, love, and kindness.

CMHA of NB, being COLLABORATIVE, mobilizes and marshals resources, partners, and people to come together to realize necessary changes in our communities and in the mental health system in New Brunswick. CMHA of NB provides a wide range of services and supports to people who are experiencing mental illness, their families, friends, and the public. One of the core goals of these services is to help people with mental illness develop the personal tools to lead meaningful and productive lives.

Position Summary:

The Provincial Technical Services Specialist is the backbone of NB-IYS's technology operations. This position provides technical support and expertise across NB-IYS's digital tools, data systems, and technology infrastructure. The role manages endpoints and networks across multiple sites, and ensures secure, reliable delivery of digital services (EHR/EMR, CRM, telehealth, collaboration, data tools), enabling smooth service delivery for youth, families, and staff.

The position standardizes and scales technical services across partners, advances cybersecurity and privacy, and contributes to projects that improve access and outcomes for youth. This role blends hands-on technical work, vendor and project management, privacy/security stewardship, and exceptional customer service to a diverse mix of clinicians, peer supporters, administrators, and community partners.

Key Responsibilities:

Technical Operations, IT Support & Troubleshooting

- Own incident, request, and problem management; resolve escalations and chronic issues; maintain expected response/resolution times and service continuity.
- Support users with issues related to system configurations, integrations, identity access, networking, and application performance.
- Provide hands-on support to resolve technical issues related to digital tools, devices, applications, connectivity, and user access.
- Investigate and resolve complex technical problems that require deeper analysis, root-cause identification, or coordination with partners and vendors.
- Support staff across multiple sites with technology needs, ensuring minimal disruption to their work.
- Provide advanced support for Windows/Mac endpoints, mobile devices (MDM), printers/peripherals, and A/V in clinical and community settings.

System Administration & Platform Management

- Administer and maintain core systems, including identity and access management, Microsoft 365 (Exchange, Teams, SharePoint), and related platforms.
- Configure and manage user accounts, permissions, security settings, devices, and data integrity across multiple systems.
- Manage backups, updates, patches, endpoint protection, system maintenance tasks, configuration baselines, and system health and performance monitoring.
- Support line-of-business applications (EHR/EMR, CRM, case management, eReferral), ensuring uptime, role-based access, and data integrity.

Data & Integration Support

- Assist with integrating systems and ensuring they work well together; for example, syncing data between applications or supporting secure workflows across multiple tools.
- Support data platforms, including user access, data validation, basic troubleshooting, and ensuring reliable data flows between systems.
- Maintain data quality, resolve data errors, and support processes that rely on accurate and consistent information.

Technology Infrastructure Support

- Support the setup and maintenance of devices, networks, secure connectivity, and on-site equipment, including workstations, Wi-Fi, meeting room technology, and peripherals.
- Work with partners and vendors to ensure stable and secure technology across service sites.
- Identify opportunities to improve reliability, performance, and user experience across the technology environment.
- Oversee site connectivity, Wi-Fi, firewalls, and secure remote access; coordinate with Internet Service Providers and partner IT teams.
- Ensure reliable audio/visual and telehealth setups for clinical rooms and virtual care delivery.
- Maintain asset inventory, equipment lifecycle, and technology standards across multiple sites.

Documentation, Training & Continuous Improvement

- Manage and maintain service desk tools, user guides, Knowledge Base articles, quick reference materials, self-service portals, and onboarding/offboarding processes.
- Provide targeted training to staff and partners on using digital tools and data systems; deliver floor-walking support during go-lives and upgrades.
- Improve processes, support models, and configuration approaches as the NB-IYS network grows.
- Create and maintain SOPs, runbooks, and system diagrams, and technical documentation.
- Champion accessibility and inclusive design in all user-facing solutions.

Security & Privacy

- Implement and monitor controls aligned with PHIPAA (NB), PIPEDA, and organizational policies.
- Conduct security awareness activities, access audits, and incident-response coordination; support Privacy Impact Assessments (PIAs) and Threat Risk Assessments (TRAs).
- Maintain logs, audit trails, and compliance evidence; participate in tabletop exercises and disaster recovery testing.

Projects & Vendor Management

- Serve as technical lead on provincial rollouts, migrations, and new site activations; manage timelines, risks, and change control.
- Coordinate with vendors and shared-service partners; track contracts, renewals, and license compliance.
- Contribute to technology roadmaps and continuous improvements.

Qualifications:

- Diploma/degree in Information Technology, Computer Science, or related field (or equivalent experience).
- Minimum 5 years experience in technical services/IT operations with multi-site or healthcare/community-service environments preferred.
- Proven experience with:
 - Microsoft 365 & Azure AD/Entra ID (Exchange, Teams, SharePoint, Intune), identity management, SSO/MFA.
 - SQL, JavaScript, TypeScript
 - Endpoint management (Windows/macOS), imaging, patching, EDR/AV.
 - Networking & security (firewalls, VPN, VLANs, Wi-Fi, DNS/DHCP, certificates).
 - Clinical or case management platforms (EHR/EMR/CRM), telehealth/A/V, and secure data integrations (APIs/ETL).
- Proficiency in both English and French languages is an asset.
- A valid Work Permit is mandatory for temporary residents.
- Residency in New Brunswick (NB) or willingness to relocate is mandatory.
- A new Criminal Record and Vulnerable Sector Check is mandatory.

Core Competencies:

- Interpersonal Relationship
- Networking
- Communication
- Service Orientation
- Self-Development
- Accountability
- Values, Ethics, Integrity
- Equity, Diversity and Inclusion (EDI)
- Financial Acumen
- Flexibility
- Self-Management and Resilience
- Teamwork and Collaboration
- Leadership and developing others
- Strategic Thinking
- Project Management
- Change Management
- Creative Problem Solving & Decision Making

Knowledge, Skills, & Abilities:

- Strong understanding of privacy legislation and health data handling (PHIPAA NB, PIPEDA), role-based access, encryption, and auditability.
- Excellent troubleshooting, root-cause analysis, and service orientation.
- Clear written and verbal communication; able to translate technical topics for non-technical audiences.
- Organized, proactive, and comfortable juggling operational needs with project delivery.

Other Attributes:

- Passionate about mental health advocacy and community well-being.
- High emotional intelligence and empathy in leadership.
- Commitment to ethical and evidence-based practices.

Working Conditions:

- **Work Environment:**
 - Primarily based in an office setting with flexibility for remote work as needed.
 - Regular travel within New Brunswick to attend meetings, community events, and community partners engagements.
 - Collaborative and team-oriented work culture, with engagement across multiple departments and external partners.
- **Work Hours:**
 - 37.5 hours per week.
 - Occasional evening and weekend work may be required.
 - Flexibility in schedule to balance organizational needs with work-life balance.

- **Physical & Mental Demands:**

- Requires sustained periods of sitting, working at a computer, and attending virtual or in-person meetings.
- Fast-paced environment with multiple priorities, requiring strong time management and decision-making skills.
- Emotional resilience needed when handling sensitive mental health-related topics and high-stakes advocacy.
- High level of accountability, requiring creative thinking and problem-solving.

- **Health & Safety Considerations:**

- Regular adherence to occupational health and safety policies, especially when attending community sites or working with vulnerable populations.
- Exposure to emotionally charged situations and discussions, requiring strong self-care practices and support mechanisms.

How To Apply:

- Please submit your resume and cover letter in **one PDF file** to careers@cmhanb-acsmnb.ca.
- CMHA of NB is committed to building a skilled and diverse workforce that reflects the New Brunswickers we serve. As an equal opportunity employer, we actively support workplace equity for all persons, and are committed to including and reflecting the population we serve. CMHA of NB encourages applicants to identify as belonging to one of the designated groups of the Employment Equity Act. Preference shall be given to those who demonstrate they are among the most qualified as stated above. [Employment Equity Act](#)

We thank all those who apply; however, only those selected for further consideration will be contacted.