

Director - Digital Presence & Communications

This Director ensures a consistent quality experience for the members using online resources as they leverage the expected membership value. This role also provides oversight for all omni channel communications to improve member (user) experience and drive better relationships with itSMF stakeholders across points of contacts. This includes itSMF Canada's website and social media communications.

Specific responsibilities include:

- itSMF Canada website design and content management
- Social media strategy and execution (e.g. LinkedIn, Facebook, Twitter, Youtube etc.)
- Communications strategy and compliance with privacy legislation
- Assisting other board members with effective and efficient communications
- Resourcing to execute on the social media strategy