CAREER OPPORTUNITY

College of Massage Therapists of Ontario

BUSINESS APPLICATIONS & SYSTEMS ANALYST

WHO WE ARE

The College of Massage Therapists of Ontario (CMTO) is a progressive regulatory body dedicated to protecting the public interest by upholding the highest standards for Registered Massage Therapists (RMTs). We hold RMT's accountable for providing safe, ethical, and high-quality Massage Therapy care to the public. At CMTO, we are dedicated to excellence in protecting the public interest, guiding registrants, and promoting the highest possible quality of the practice of Massage Therapy.

ABOUT THE ROLE

CMTO is seeking a Business Applications & Systems Analyst to plan, design, develop, and optimize business, financial, and operational systems that support core organizational functions. The role involves evaluating business needs and system requirements, identifying underlying issues, and recommending practical innovative solutions to improve system performance and organizational value. The Analyst applies effective communication, analytical, and problem-solving skills to ensure CMTO maximizes the return on its IT system investments.

KEY DUTIES AND RESPONSIBILITIES

Strategy & Planning

- Partner with decision makers and end users to define business, financial, and operational requirements and resolve systems issues.
- Lead design and prototyping sessions to improve processes, operations, and information flow.
- Assess system effectiveness and recommend improvements or optimization strategies.
- Define scope, outcome criteria, and measurement approaches for systems analysis.

Acquisition & Deployment

- Support the planning, design, development, and implementation of new applications and enhancements to existing systems.
- Conduct research on software and hardware solutions to guide recommendations and procurement.

Operational Management

- Prepare reports and recommendations addressing current and potential system issues.
- Develop system design proposals and perform cost benefits and ROI analyses to support decision making.
- Ensure compatibility and interoperability across organizational systems.
- Create system models, specifications, diagrams, and documentation to support technical teams.
- Coordinate and execute testing activities, including end-user reviews and post-implementation support.
- Provide day-to-day operational support, system integration, and troubleshooting to ensure reliable and efficient business applications.

- Support automation and continuous system optimization to streamline processes and improve operational efficiency.
- Deliver training and support to system users and provide guidance to junior team members.

SKILLS

- Strong analytical, problem solving, and communication skills.
- Proficiency in requirements gathering, business process mapping, and workflow analysis.
- Ability to conduct cost-benefit and ROI assessments.
- Skilled in systems modeling, documentation, and evaluation of software and hardware solutions.
- Strong organizational and time management abilities with the capacity to manage multiple priorities.
- Excellent judgment, discretion, and professionalism while handling confidential information.
- Effective team collaboration, customer service focus, and ability to train and support end users.

CERTIFICATION & KNOWLEDGE

- Diploma or degree in business administration, computer science, accounting, management information systems, or related field, plus 7–9 years of relevant experience.
- Experience in the design, development, and implementation of software and hardware solutions.
- Technical knowledge of SQL, Python, PowerShell, JavaScript, and ability to review and guide development and integration efforts.
- Working knowledge of Windows Server, Windows 10/11, virtualized environments, and related security and performance considerations.
- Familiarity with network hardware, TCP/IP, VPNs, firewalls, cloud networking, and Microsoft Entra ID (Azure AD) in hybrid/cloud environments.
- Extensive experience supporting and integrating Microsoft 365, the Power Platform, Azure services, SharePoint, and enterprise ERP solutions such as Microsoft Dynamics 365 or similar systems.
- Strong understanding of organizational goals and business processes and ability to align system solutions accordingly.
- Proven project management capabilities from planning through implementation.

LIFE at CMTO

Compensation & Time Off

- Hiring salary: $85,000–$95,000
- 15 vacation days plus 4 personal days
- Generous sick leave program
- Office closure every year from December 25 to January 1

Benefits & Support

- Group benefits starting on your first day
- Health Care Spending Account
- Annual professional development funding
- Group Retirement Savings Plan
- Maternity and parental leave top-up program up program

Work Environment

- Remote first workplace with occasional in office expectations
- Collaborative, collegial team culture
- Office located at 1875 Yonge Street, Toronto with easy transit and parking access

This job posting is for existing vacancy.

If you are looking to build a meaningful career in a highly varied role within a non-profit, regulatory organization, we want to meet you!

INTERESTED?

To be considered, apply online through **LinkedIn** or via email to **resumes@cmto.com** on or before March 6, 2026. Please state the job posting title and your name in the subject line of the email.

Artificial intelligence is not used to screen, assess, or select applicants for this role. Recruiters may use AI-supported tools only to help identify potential candidates on public platforms. All application reviews, assessments, and hiring decisions are made by people in accordance with Ontario employment and human rights laws.

CMTO is committed to equity, diversity, inclusion, and equal opportunity. We welcome applicants from all communities, including people of all religions, ethnicities, and racial backgrounds; persons with disabilities; LGBTQ2S+ communities; women; Indigenous Peoples; and anyone who may contribute to the diversity of perspectives within our organization.

CMTO upholds the Accessibility for Ontarians with Disabilities Act (AODA). We work to ensure that our recruitment, assessment, and selection processes are accessible and will provide accommodations upon request. If you require accommodation at any stage of the hiring process, contact resumes@cmto.com.

We thank all applicants for their interest. Only those selected for an interview will be contacted. Most recruitment activities, including interviews and onboarding, may be conducted virtually.