

CITY OF HAMILTON

CITY MANAGER'S OFFICE
(COMMUNICATIONS & ENGAGEMENT - DIGITAL COMMUNICATIONS -LOCATION – 71 MAIN STREET W.)

SENIOR PROJECT MANAGER, DIGITAL ACCESSIBILITY

SUMMARY OF DUTIES

Reporting to the Manager, Web Strategy & User Experience, the Senior Project Manager, Digital Accessibility will play a key role in shaping and implementing a City-wide digital accessibility strategy that ensures inclusive and equitable access to the City's digital content. This role will lead the creation of accessibility standards, guidelines, and corporate frameworks while managing procurement processes, vendor relationships, and compliance with accessibility standards and Ontario statutory requirements for the public sector.

GENERAL DUTIES

Strategic Leadership & Framework Development:

Shape and implement a comprehensive digital accessibility strategy aligned with City priorities and accessibility legislation.

Lead the Digital Accessibility Maturity Model (DAMM) process, assessing the City's current digital accessibility capabilities, identifying gaps, and developing a roadmap for continuous improvement.

Establish and maintain corporate digital accessibility standards, guidelines, and best practices.

Act as a key advisor on digital accessibility to leadership, project teams, and content creators.

Procurement & Vendor Management:

Research, develop and prepare Requests for Proposals (RFP), Requests for Tender (RFT) and Requests for Quotes (RFQ) for digital accessibility remediation and testing solutions. Interview departmental users to determine needs, develop specifications for requirements.

Evaluate proposals and products to ensure alignment with City needs and regulatory requirements.

Manage relationships with vendors and service providers to ensure compliance with digital accessibility standards.

Provide advice on procurement, implementation, and evaluation of accessibility-related technologies and services.

Process Improvement & Compliance:

Develop corporate frameworks and processes to support the consistent application of digital accessibility best practices across digital public platforms.

Enhance auditing and testing processes, methodologies, tools, and best practices to support inclusive design adoption.

Define and monitor key performance indicators (KPIs) and metrics to evaluate and track accessibility progress across web content.

Assess risks related to digital accessibility non-compliance and work with other City departments to mitigate risks through proactive accessibility policies and remediation efforts.

QUALIFICATIONS

1. Considerable experience related to the duties listed above, normally acquired through the completion of a University Degree or Diploma in Digital Accessibility, User Experience (UX) Design, Human-Computer Interaction (HCI) Digital Communications or related discipline. The ideal candidate will have a blend of technology, design, accessibility, and project management expertise, combining formal education with hands-on experience.
2. Proven experience in strategy development, governance, compliance, and stakeholder engagement, with a strong ability to collaborate across departments and consult with diverse stakeholders.
3. Experience conducting Digital Accessibility Maturity Models, accessibility audits, and roadmap development.
4. Experience leading change management and process improvement initiatives.
5. Authoritative knowledge of digital accessibility standards and regulations, including WCAG 2.0/2.1 (AA) and PDF/UA, best practices and functional requirements for individuals with disabilities, including visual, auditory, physical, speech, cognitive, language, and learning impairments.
6. Proven experience conducting accessibility testing against WCAG 2.0/2.1 Levels A, AA, and AAA criteria using assistive technologies and tools such as Adobe Acrobat Pro, NVDA, JAWS, Colour Contrast Analyzer, WebAim Wave, and AChecker.
7. Certification in accessibility standards (e.g., Certified Professional in Accessibility Core Competencies (CPACC), ADS Certified Document Remediator, WAS Certified Web Accessibility Specialist, Adobe Certified Professional in accessibility workflows) is an asset.
8. Background in project management (PMP certification), policy analysis, and program development, with advanced research and evaluation skills is an asset.
9. Excellent verbal, written, and interpersonal communication skills.