



12-MONTH INTERNSHIP – Knowledge Systems Intern

Curling Canada is a National Sport Organization (NSO) and the leading expert and growth engine for Curling Excellence in Canada. Our exclusive purpose and function are to promote amateur athletics in the form of curling in Canada, on a nation-wide basis. We manage high performance programs (i.e., Team Canada,) select and manage national teams, and we have the exclusive right to name teams to World Competitions and Canadian Olympic organizations. We focus on serving our members (the Provincial and Territorial Curling Associations) and all their affiliated clubs and curlers throughout Canada, with services that develop the sport of curling together.

Reporting to the Director of Member Services, the Knowledge Systems Intern will support the design, development, and implementation of modern knowledge management systems that improve how information and resources are organized, accessed, and shared across Curling Canada and the broader curling community.

This is an in-office, hands-on, full-time internship that offers meaningful responsibility and practical experience in knowledge management, information architecture, digital collaboration, and workflow automation using tools such as Microsoft 365, Document360, and artificial intelligence. The successful candidate will contribute to the development of Curling Canada's knowledge infrastructure while gaining applied experience that extends well beyond classroom learning.

As organizations across Northern Ontario increasingly rely on digital systems to organize information, improve collaboration, and make organizational knowledge more accessible, this role supports the development of in-demand competencies in knowledge management, information architecture, workflow automation, and digital systems administration. It is an opportunity to build transferable, workforce-relevant skills while contributing to initiatives with long-term organizational impact.

Contract Date: September 28, 2026 – September 27, 2027 (some flexibility for start date)

Please Note: This 12-month contract position will require the individual to work on site in North Bay, Ontario.

Duties & Accountabilities:

- Assists the Director of Member Services in the planning, design, and implementation of modern knowledge management systems;
 - Designs and configures Knowledge Base and Intranet architecture—including document libraries, navigation structures, and permission frameworks—using platforms such as Microsoft SharePoint and Document360.
 - Develops standardized page templates and layouts to ensure consistency and usability across the platform
 - Supports the creation of governance standards for content organization and publishing
- Configures and optimizes information architecture to support effective content management and search functionality;
 - Establishes metadata structures and content taxonomy to improve discoverability
 - Develops naming conventions and document management standards
 - Conducts audits of existing digital content to identify redundancies, gaps, and opportunities for consolidation



- Supports the automation and improvement of internal workflows using artificial intelligence and automation tools;
 - Builds workflows to support content intake, review, approval, and publishing processes
 - Tests and refines automated processes to improve efficiency and user experience
 - Documents workflow logic and configurations to ensure sustainability
- Collects, organizes, and migrates organizational and industry resources into a centralized knowledge base;
 - Assesses existing materials for relevance and accuracy
 - Migrates content into structured libraries using established metadata and taxonomy frameworks
 - Ensures version control and document governance standards are maintained
- Supports integration between Knowledge Base, Microsoft 365, and the organization's Learning Management System (LMS);
 - Facilitates improved access to training materials and professional development resources
 - Aligns knowledge system design with existing collaboration tools
 - Identifies opportunities to streamline cross-platform user experience
- Develops and maintains system documentation to support adoption and long-term sustainability;
 - Creates user guides, training materials, and administrative documentation
 - Provides internal demonstrations or walkthroughs to support user onboarding
 - Updates documentation as system enhancements are implemented
- Monitors system performance and user engagement to support continuous improvement;
 - Tracks usage metrics and user feedback
 - Identifies opportunities to enhance structure, usability, and functionality
 - Prepares summary reports outlining recommendations and progress updates
- Communicates and collaborates effectively with internal stakeholders to ensure system design aligns with organizational needs;
 - Participates in planning meetings and stakeholder consultations as required
 - Gathers feedback and incorporate user perspectives into system enhancements
- Contributes to broader organizational efficiency and knowledge-sharing initiatives;
 - Identifies opportunities to improve digital collaboration and information flow
 - Supports implementation of best practices in knowledge management
- Other duties as assigned

Role Requirements:

Most importantly, we are seeking a **motivated and detail-oriented individual who is excited about the opportunity to contribute to a significant digital infrastructure initiative**. The ideal candidate is capable of balancing multiple priorities across a structured project plan, while demonstrating curiosity, initiative, and a strong commitment to building systems that improve organizational efficiency.

We are looking for someone who takes pride in their work, approaches challenges thoughtfully, and is eager to develop practical, in-demand digital skills while contributing to a meaningful organizational project.

Specific Requirements:



- Currently enrolled in, or recently graduated from, a post-secondary program in Information Management, Computer Science, Business Technology, Digital Media, IT, or a related field; or an equivalent combination of education and relevant experience
- Demonstrated familiarity with Microsoft 365 applications (SharePoint, Teams, OneDrive, Excel); experience with Power Automate or other workflow automation tools is considered an asset
- Strong organizational and time management skills, with the ability to manage defined milestones and competing priorities within project timelines
- Excellent written and verbal communication skills, with the ability to create clear documentation and explain technical concepts to non-technical users
- High attention to detail and a structured approach to organizing information and digital content
- Analytical and problem-solving abilities, with an interest in improving processes and system functionality
- Comfortable working both independently and collaboratively within a professional environment
- Demonstrated accountability, reliability, and ability to meet established deadlines
- Legally entitled to work in Canada

What We Offer

Compensation: \$20.00 / hour, 40 hours per week

Please submit your resume to emily.kaldis@curling.ca with the subject line 'Knowledge Systems Internship – [FIRST NAME LAST NAME]' for review before September 4, 2026. Only candidates selected for a phone screening will be contacted. We thank you for taking the time to apply for this exciting opportunity with Curling Canada!

Come as you are. You are welcome here! Curling Canada is deeply committed to promoting diversity, advancing equity, and fostering a culture of inclusion. Therefore, we invite applications from all walks of life, including marginalized and equity-seeking groups (i.e. members of Black, Indigenous, and People of Colour (BIPOC) communities).

Curling Canada is compliant with the AODA – Access Ontario Disabilities Act. For access to our policy [click here](#). For feedback on our accessibility please email accessibility@curling.ca.

Last Revision Date: August 10, 2026

Developed by: Emily Kaldis, Head of People & Culture & Bobby Ray, Director of Member Services

This opportunity is proudly supported by Northern Ontario Heritage Fund Corporation and is funded through the Workforce Development Program. Eligibility requirements of the program can be found here: <https://nohfc.ca/en/pages/programs/people-talent-program/workforce-development-stream>

