PCAS24-042- Technology Innovation Manager (Regular Complement)

Job Title: Technology Innovation Manager
Department: Information Technology
Location: Peel CAS, 25 Capston Dr. Mississauga, Ontario
Application Deadline: August 6, 2024
Salary Grade: 2 Non-Union ($109,166-$133,731)

ROLE

Reporting to the Director of Finance, Property and Information Technology, the Technology Innovation Manager is the most senior position within the IT Department, and is responsible for the planning, implementation and operational management of Information Technology as a key business enabler at Peel CAS. The Technology Innovation Manager is responsible for a broad and growing range of technology including infrastructure, telecommunications, applications and cybersecurity. In addition, the position is responsible for planning, directing, and managing IT in order to ensure the development and implementation of cost-effective systems and efficient computer operations to meet current and future needs. The Technology Innovation Manager is a dynamic and experienced leader with broad technical skills in business systems, data centre, virtualization, networking and telecommunications, desktop, security, Microsoft and cloud-based applications, hardware and software standardization as well as web, business analysis and project management.

PRINCIPLE RESPONSIBILITIES

1. Operational Management

    Manage the processing of incoming calls/service requests to the Help Desk via ticketing system, telephone, and e-mail to ensure courteous, timely, and effective resolution of end-user issues.

    Provide technical expertise in the implementation and management of new and existing technology systems, applications, and products, including analysis, design, evaluation, installation, configuration, maintenance, upgrade of varying solutions, and optimal functioning of the network(s). As a subject matter expert, coordinate technical requirements and deliverables with operational and project teams to complete deliverables.

    Design and enforce request handling and escalation policies and procedures. Track and analyze trends in Service Desk requests and generate statistical reports. Identify, recommend, develop, and implement end-user training programs to increase computer literacy and self-sufficiency.

    Ensures the provision of after-hours and weekend support as required. Ensures the provision of IT critical incident reporting.

2. IT Planning and Strategy

Design, execute, and monitor the quality of IT infrastructure and deliverables to ensure solutions meet end-user requirements and comply with agency standards, policies, and procedures. Translate business requirements into technical specifications and contribute to architecture and technical design. Develops, executes, and adapts IT objectives and detailed work/project plans related to agency goals and objectives as well as the broader technology environment.

Assists the Senior Management Team in making technology-related decisions and investments that support the agency's strategic and operational plans and core service needs. Monitors, analyzes and regularly reports on key IT performance indicators. Participate in the development of short and long-term strategic goals and support capacity planning for enterprise business technologies.

3. Budget, Procurement and Contract Management

Manages the IT budget including monitoring and forecasting. This includes monitoring the budget to track spending, ensuring that it aligns with the planned budget, and forecasting future budget needs based on the agency's strategic and operational plans, as well as the broader technological environment.

Manages the procurement of technology-related goods and services. This involves identifying the agency's IT needs, sourcing potential vendors leveraging RFP and other procurement processes, negotiating prices, making purchasing decisions, and managing contracts and Service Level Agreements. Ensures that all procurement activities are by the agency's procurement policies.

4. Asset Management (Hardware and Software)

Establishes and oversees the management of IT assets/systems, including deployment, monitoring, maintenance, development, upgrades, and support. Recommends IT hardware and software solutions for the agency, anticipating future needs and identifying proactive solutions.

5. Network, Telecommunications and Applications Management

Manages network infrastructure operations including monitoring and reporting of key performance indicators (e.g., availability, downtime, anomalies, potential risks, etc.). Ensure that the network infrastructure is documented and kept up-to-date. Plans and implements changes and improvements to the IT network infrastructure.

Manages telephone systems including monitoring and reporting of key performance indicators (e.g., call volume activity, etc.). Plans and implements changes and improvements to the telephone system. Manages mobile technology platforms including monitoring and reporting of key performance indicators (e.g., utilization rates for call, messaging, data, etc.).

Oversees the operations of enterprise applications including monitoring and reporting of key performance indicators (e.g., issues and resolution, availability, downtime, etc.). Plans and implements changes and upgrades to applications, utilizing project management and ITIL methodologies to ensure that applications (and changes to them) are introduced across the

agency in an efficient and effective manner and meet stakeholder requirements. Provides support and expertise to stakeholders in planning and implementing new applications.

6. Security and Risk Management

Responsible for all layers and components of IT security (network, data, applications, backup systems, cybersecurity etc.), recommending and implementing solutions that adhere to best practices that protect the agency from potential IT security vulnerabilities. Manages comprehensive and effective IT business continuity and disaster recovery plans, ensuring appropriate documentation and IT processes are in place, and providing leadership, management, and coordination during times when these plans are enacted. Work with stakeholders to ensure that IT risks are identified and addressed in a timely and effective manner and ensure that the agency's IT systems and processes are designed and implemented to protect the privacy of individuals and comply with relevant privacy laws and regulations.

7. Audio Video support

Oversees the IT and audiovisual (AV) support measures for large-scale events and hybrid meetings, ensuring seamless integration of in-person and remote participants. This includes coordinating with AV vendors, setting up and managing IT and AV equipment, troubleshooting technical issues, and ensuring a high-quality experience for all attendees.

Collaborate with event managers to plan and execute events, manage budgets, and oversee logistics related to IT and AV support.

8. IT Processes Optimization and Automation

Optimize and automate IT processes to improve efficiency, reduce costs, and increase productivity. Identify opportunities for process improvement, automation and digital transformation, develop and implement process improvement plans, and monitor and report on the effectiveness of these plans.

9. Policies, Procedures, Documentation

Develops and maintains IT-related policies for the agency according to standardized format, ensuring that these are relevant and up-to-date. Assists management in monitoring compliance with IT policies. Develops, documents, and implements policies and procedures for the IT Department, ensuring that these are relevant and up-to-date.

10. Communication

Effectively communicates IT-related information and reports to the Senior Management, management and staff on regular and ad hoc bases for effective decision making. Tactfully communicates sensitive information. Develops and manages relationships with external consultants/contractors/vendors that are in the best interest and needs of the agency. Represents the agency in the child welfare sector through participation in IT related network groups and projects as well as in organizations outside the sector.

11. Team and Staff Management

Based on IT best practices, develop and implement a plan to align the IT department structure with the overall needs of the agency. Provides leadership, guidance and mentorship to the IT team, fostering a high-performing, accountable environment that leverages individual

capabilities and strengths. Participates in the recruitment and hiring processes as required to meet operational effectiveness and provide input into performance review as required.

Actively promotes transparency, accountability and excellent customer service for all IT services. Handles difficult personnel situations directly, using appropriate discretion, HR advice, and respect for the individual. Work well within diverse groups to achieve common goals and objectives that meet operational effectiveness and corporate service standards. Always demonstrate corporate values and provide support to achieve operational excellence.

12. Innovation and Trends

Maintains strong knowledge base regarding IT trends, best practices and emerging technologies, ensuring that the agency adequately and reasonably plans for changes in technology both in and outside the sector.

JOB SPECIFICATIONS/COMPETENCIES

1. Proven history and experience in developing and successfully delivering IT plans and projects that link current and emerging stakeholder requirements with business strategies.

2. Knowledge of emerging and leading practices in technical design and IT service delivery models.

3. Knowledge of the systems development lifecycle (SDLC), systems analysis and quality assurance techniques to lead staff in the development of solutions.

4. Knowledge of a range of IT systems, applications, hardware, software, and security products in order to plan the design, development, maintenance and performance of systems architecture.

5. Demonstrated success in creating and managing IT budgets and in procuring IT-related goods and services.

6. Broad and applied knowledge of current technology trends (e.g., security), cloud-based applications, and infrastructure.

7. Strong project management skills, proven ability to ensure accuracy and rigor in time, cost and quality related to deliverables for stakeholders. Ability to analyze project requirements, develop project plans and budgets, and integrate IT project plans with external plans as required.

8. Strong interpersonal and communication skills to develop and maintain effective working relationships with key internal and external stakeholders at all levels.

9. Excellent written and verbal communication skills, including documentation skills, with the ability to present technical information in an understandable way and respond to questions from various stakeholders.

10. Demonstrated leadership and management skills with a proven track record in motivating, developing and sustaining highly performing teams.

11. Ability to exercise discretion, judgement and work independently without requiring a lot of direction, with a high degree of initiative and creativity in problem solving.

12. Business acumen, ability to develop an understanding of stakeholder requirements and use this knowledge to develop, and implement practical, scalable and efficient business solutions.

13. Strong customer service orientation.

14. Demonstrated sensitivity to and awareness of issues related to diversity, equity and inclusion.

15. Knowledge of French and experience in working in unionized environment are considered assets.

16. Thorough Knowledge of Municipal, Regional, Provincial and Federal Governments and applicable Legislations is an asset.

QUALIFICATIONS

Education: Undergraduate degree in a related field such as Information Technology, Computer Science or a related discipline required. Certification in one or more of the following are considered assets: Professional IT designation (e.g. MCSE, CISM, IT Infrastructure and Operations Management, Azure, Cybersecurity etc.); Project Management (e.g., PMI, COBIT, TOGAF, Change Management and ITIL); and People Management.

Experience: 6 or more years' progressive experience managing Information Technology teams and vendors in a number of varied environments. Experience in a unionized public sector environment is an asset.

OR

In exceptional circumstances, other educational qualifications together with progressive experience in IT, that in the opinion of the Director of Finance, Property and Information Technology, constitutes adequate and suitable preparation for the position.

HOURS OF WORK

- 9am-5pm, Monday to Friday

- Working hours may vary and applicants must be flexible to work outside of standard office hours.

WHAT WE OFFER:

- Competitive salary and a generous compensation and benefits package

- Health and dental package including a health care spending account.

- Flexible options for hybrid remote work

- Short and Long-term Disability Plan

- Employee Assistance Plan

- Life Insurance Plan

- Interactive Employee Wellness Programs

- 4 weeks paid vacation annually alongside 5 personal days

- Extensive Training & Development opportunities

- Introductory Webinars (WHMIS, AODA, Health and Safety)

- Generous Pension Plan through OMERS (part-time and full-time employees are entitled to enroll)

- Onsite Gym

- Staff Lounge

WHO WE ARE:

Child welfare is a rewarding career option that enables caring individuals to support the community and make a positive difference in the lives of children, youth, and families. As the third largest CAS in the province, we are proud of our ongoing innovation and leadership throughout the sector. Seeing well over 10,000 families a year, Peel CAS has the lowest number of children and youth in care per capita across Canada. 99% of the work we do is with children, youth, and families in their own homes. We are also home to the Child Welfare Immigration Centre of Excellence (CWICE) which is the centralized service inntario that supports child welfare organizations on cases involving unresolved immigration, settlement, or border-related issues. In addition, Peel CAS offers extensive programming dedicated to youth success through our Trailblazers Youth Centre, developed and led by youth to access exceptional services and supports to thrive, belong, build life-long connections and position themselves as leaders.

As an equal opportunity employer, we value Diversity, Equity, and Inclusion (DEI). We are grateful that our workplace diversity is representative of the communities that we serve and are committed to creating an inclusive environment where all employees feel like they belong. Should you require accommodation during the recruitment and selection process please contact us at tkhaira@peelcas.org