

JOB DESCRIPTION

JOB DETAILS

Job Title: Director, Information Technology

Job ID: Band506

Classification: Band 5

Classification Date:
(MM/DD/YYYY)

Branch: Information Technology

Unit: TIS-Director

Reports to: Vice President, Transformation & Information Services

Security Screening: Yes

Union/Excluded: Excluded

BRANCH DESCRIPTION

The Information Technology Services branch (ITS) provides the IT services to the BC Pension Corporation including; Application Development & Maintenance, IT Security, Release, Deployment, Solution Design, IT Operations, and IT Service management (ITIL). Services are delivered from a team of dedicated contributors who provide ongoing support and services to facilitate the execution of the corporation's strategy. This is an excellent opportunity for those interested in working with a team of professionals who enjoy a challenging and rewarding environment.

JOB SUMMARY

The Director, Information Technology is a highly visible role within the organization that provides strategic vision and leadership for developing and implementing information technology solutions and initiatives that deliver business value, improve cost effectiveness, service quality and access to services. The Director will lead and oversee the development and implementation of applications and infrastructure to support ongoing operations and enable business transformation plans. This position provides strategic vendor management direction for managed services including, Software as a Service (SaaS) and infrastructure providers.

JOB RESPONSIBILITIES

1. Develops and leads department in support of operations and projects.
2. Ensures IT strategies are consistent with corporate architectural direction and represent best possible scenarios for the ongoing use of information technology. Advises and recommends to senior executive strategies relating to the critical IT success factors.
3. Builds and fosters partnerships with a diverse range of senior leaders to ensure the IT services provide value.
4. Delivers high availability secure IT services to the corporation including KPI service reporting.
5. Identification of strategic IT enablers working with internal architects to develop technology roadmaps that guide the department and vendors.
6. Leads the development of technology, applications and data standards for large and diverse electronic information delivery systems. Ensures that appropriate design guidelines are developed and updated, reports are provided, and system designs will achieve corporate goals.
7. Establishes and approves changes to applications and infrastructure operations to ensure systems meet the needs of the business.
8. Oversees the supervision of staff engaged in the assignment of work, development and evaluation of performance plans, approval of leave, response to grievances and initiation of discipline processes. Ensures branch structure and job design, training and working environment is conducive to meeting the Corporate strategic plan.
9. Leads the development of financial cost models for effective IT service delivery costs. Leads and conducts financial reviews, benchmark assessments, overall delivery cost/benefit analysis and service level reviews. Manages a budget of approximately \$22-24m.
10. Directs negotiations of multi-party contracts for SaaS or infrastructure managed service delivery. Assesses financial implications of deal terms and provides guidance for specific clients based on contract parameters and client business requirements.
11. Oversees the strategic performance management of service vendors in addressing material disputes, obligations, annual reviews and planning with vendors. Develops innovative goals and assures the vendor delivery of goals.
12. Oversees accountability for IT disaster recovery, IT business continuation plans, IT budgets, e-services, applications, and information technology infrastructure. Secures the appropriate levels of resources (e.g., people, technology and financial) to deliver IT projects.
13. Provides strong, effective and highly visible leadership to capitalize on the full potential of the team, ensuring that all employees are motivated and guided to contribute fully to the realization of the corporation's purpose, goals and objectives.

EDUCATION

Degree/Diploma Obtained

Program of Study

Required

Post-secondary degree in information technology, computer science, business or related discipline.

EXPERIENCE

Years of Experience

Type of Experience

Required

A minimum of 10 years' of demonstrated IT leadership experience involving:

- Leading a team of IT staff through organizational and service transformation;;
- Establishing collaborative service oriented relationships with senior management;
- Managing professional staff and departmental budgets;
- Delivering high availability IT services through a transformational period;
- Delivering executive level briefings on IT issues;
- Developing, negotiating and managing complex service contracts and financial models for outsourcing, SaaS and managed services; and
- Successfully delivering complex information technology projects on schedule, within budget, and meeting the business requirements.

KNOWLEDGE, SKILLS & ABILITIES

- Strong knowledge and ability to implement business relationship operating models;
- Strong knowledge of IT operations to ensure security and accessibility;
- Strong knowledge of IT procurement and negotiations;
- Ability to facilitate resolutions to conflict situations through consensus building & influencing;
- Ability to develop and maintain effective relationships with multiple stakeholders;
- Ability to represent the organization at senior levels and exercise sound judgement, diplomacy and discretion

CORE COMPETENCIES

Enabling & Inspiring L4 - Leading Organization

Motivating, supporting and enabling others to succeed.

- Motivates others to take action in response to a clear and compelling vision.
- Ensures appropriate collaboration in consideration of the broader organization.
- Creates an environment that encourages divergent viewpoints and perspectives.

Leadership Courage L4 - Leading Organization

Saying and doing the right thing despite potential risk.

- Challenges organizational status quo to advance the broader vision and strategic direction.
- Leads new/alternate courses of action to support strategic direction.
- Builds a culture that enables and supports leadership courage.

Insight & Impact L4 - Leading Organization

Understanding self and others in order to be a positive influence as a leader.

- Demonstrates an ability to 'let go' of own agenda to ensure full presence in the moment.
- Sees future opportunities/possibilities by demonstrating openness in the moment.
- Demonstrates personal actions that model/support an organization-wide approach.
- Focuses externally on key opportunities/emerging issues while maintaining attention to the success of internal operations.
- Challenges other's perspectives to bring clarity, focus and resolution to key issues.

Accountability L4

Holding self and others accountable to deliver on commitments and to achieve desired results.

- Establishes and continues to reinforce a culture of accountability.
- Establishes performance metrics to align with the business and strategic plans.
- Aligns resources to meet organizational objectives.
- Models 'taking responsibility' for results and delivering on commitments.

Client Orientation L4

Making it easy for our external and internal clients - seeing things through their eyes.

- Determines strategic business direction to best meet clients' evolving needs.
- Establishes service delivery/business models to meet service standards.
- Engages with clients and stakeholders in ways that inspire trust and confidence.
- Strengthens relationships with key stakeholders.

Decision Making L4

Enabling progress by resolving issues and supporting others in taking calculated risks and making decisions.

- Delegates decision making to the appropriate level.
- Makes higher risk strategic decisions that have significant consequences.
- Makes decisions that reflect understanding and assessment of operational, organizational, and political realities and risks.

- Ensures decisions are aligned with the strategic direction.
 - Reaches decisions assuredly in an environment of public scrutiny.
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Embracing Learning L4

Contributing to a learning culture by developing self and supporting others to acquire skills and improve performance.

- Establishes and continues to reinforce a corporate strategy regarding employee development.
 - Identifies knowledge and skill gaps to meet corporate strategy.
 - Ensures development of high potential talent across the corporation.
 - Actively works on continuous self-improvement.
 - Self-evaluates to improve self-awareness.
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Inspiring Trust L4

Inspiring confidence by demonstrating integrity and building credibility.

- Builds an environment that encourages open and honest dialogue.
 - Demonstrates visibility and accessibility to staff throughout the organization.
 - Conveys difficult messages openly and honestly.
 - Inspires trust and confidence in the organization among key stakeholders and the public in general.
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Navigating Change L4

Supporting self and others through change and transition and enabling successful transformation in work products and processes.

- Builds organizational capacity for change.
 - Communicates a clear vision of change.
 - Leads the translation of broad organizational change strategies into specific directions and goals.
 - Leads the development of broad organizational change strategies.
 - Makes adjustments in response to organizational capacity for change.
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Organizational Focus L4

Aligning work priorities, processes and practices to achieve the strategic direction.

- Positions the organization to address emerging trends and opportunities.
- Aligns business plans with strategic goals.
- Describes the strategic direction in compelling terms to promote enthusiasm and commitment.
- Commits appropriate resources to support the strategic direction.
- Uses systems thinking in assessing strategies, business plans and work plans.