

MANAGER OF INFORMATION TECHNOLOGY

Division	Operations
Department	Continuous Improvement & Transformation
Position Summary	This position, reporting to the Director of Continuous Improvement & Transformation, includes departmental oversight of an in-house core team of technical professionals that works interdependently with chosen service providers and vendors to ensuring APEGS technology infrastructure is sound, secure, stable. The position is part of the leadership team of APEGS and provides technical expertise from a thought leadership perspective. The position will work closely with all departments and provide leadership in the provision of information Technology services. As a member of the leadership team, the Manager of Information Technology will research, analyze and understand the business needs of APEGS to create and implement a future focused technology strategy

Key Accountabilities and Duties

Information Technology

- In consultation with the Director of Continuous Improvement & Transformation, develop and oversee performance of a hybrid technology business model that leverages outsourcing strategies while building core internal technical capacity to effectively meet and manage the business needs of APEGS.
- Lead the development and implementation of:
 - Organizational policies and principles to guide and inform value-add, sound and prudent business process development/enhancement methods and technical development and maintenance practices
 - KPI's to monitor and measure progress relative to IT strategic and operational plans and priorities
- Research, analyze and understand the business needs of APEGS to create, recommend and implement a future focused technology strategy
- Develop and actively manage the overall budget for the technology function of APEGS
- Provide leadership in directing the research, development, testing, implementation, and operationalization of all facets of the information and technology function.
- Lead development of a vendor management approach to guide assessment, negotiation, acquisition of qualified vendors and service providers. Ensure expected results are achieved through prudent management of third parties in accordance with agreed-to contracts, service agreements and service standards.
- Oversee the acquisition, deployment, and lifecycle of APEGS's IT equipment including network infrastructure, hardware, internet and phone systems, and other equipment required to enable quality on-site functionality that includes remote-work capabilities
- Ensure all facets of the IT environment, security systems, and performance address new and emerging risks and reflect standards consistent with the nature of a regulatory body.

- Lead the lifecycle management of IT solutions, ensuring continuous development, enhancement, and optimization from initial deployment through ongoing operation and evolution.

Operations

- Provide direct people leadership to any direct reports including administration (i.e., time sheets, leave requests, delegation and work management support), onboarding, orientation, training, performance management, employee relations and safety
- Provide leadership in cross functional cohesiveness of the management group through processes and collaboration methods that align with operational plans, priorities, and processes
- Actively participate in strategic and operational planning processes, as part of the leadership team.
- Apply the outcomes of APEGS planning and prioritizing exercises to guide focus and priorities, key performance metrics, and reporting for areas of responsibility
- Recommend business plans and budgets, and manage responsibilities in accordance with the approved budget
- In consultation with the COO and as required, fill in for the Department Director including resolving pressing issues, making needed decisions, or attending meetings on behalf of the Director

Qualifications

Education and Experience

- Undergraduate degree in computer science, computer engineering, or business.
- A minimum of 5 years of relevant experience managing IT operations and vendor partnerships, including system maintenance, support, performance monitoring, evaluation, and third-party service provider oversight.
- Experience developing and deploying new IT systems and technologies through full lifecycle delivery from concept to implementation.
- Experience in solution and/or enterprise architecture is a definite asset.

Technical Knowledge, Skills and Abilities

- Demonstrated ability to direct and effectively manage IT vendor negotiations, licensing, and service contracts to optimize value, minimize risk and ensure continuity.
- Demonstrated ability to establish, monitor and assess service standards of performance for IT service providers
- Demonstrated knowledge in technology risk and system security and risk mitigation
- Advanced knowledge in methods of software and system development
- Hands-on skills and abilities in:
 - A broad base of information technology tools, networking infrastructure and business applications
 - Networking equipment and connectivity solutions, including experience with servers and newer core technologies
 - Operating in an Office 365 collaboration ecosystem

- Azure Cloud management
 - SQL operating systems, storage environments, file systems, and network protocols
- Working knowledge/experience in Agile and/or Waterfall is an asset

Behavioral Knowledge, Skills and Abilities

- Proven ability to collaborate with others to ensure a healthy and supportive work environment
- Proven ability to apply sound judgement and make decisions reflective of facts, protocol, and applicable policy guidance, while also demonstrating regard for any unique, complex, or sensitive circumstances
- Skilled in building trusted connections and maintaining effective working relationships both internal and external to APEGS
- Models effective, forthright, and respectful communication and interactions with internal and external contacts, with a strong commitment to help others be successful
- Demonstrated business and financial management acumen
- Demonstrated self-awareness, accountability of self, and personal capacity
- Demonstrated ability to adapt, and apply resiliency in response to change or unfavorable situations