Director of Information Technology

Status: Regular, Full-Time
Employee Group: Excluded
Available Date: Immediately

Job Summary

The Director of Information Technology is responsible for all aspects of information systems and technology within BC Centre for Ability, including systems strategic planning, hardware and software selection, development/deployment and maintenance, user liaison and budgeting. The Director also identifies opportunities for introducing technological change to enhance the agency's ability to effectively and efficiently conduct its business activities.

Qualifications

Education

Degree, or certificate/diploma of technology, specializing in Window Networks with Microsoft certification

Experience

- Five or more years of experience in managing all the information systems within a medium-sized organization, including the development/deployment of technology and systems policy
- Experience in project management and staff supervision

Skills and Abilities

- In-depth understanding and technical knowledge of network, firewall, operating systems, hardware, software which includes VMware, Barracuda, Cisco, Watchguard, Microsoft, Citrix, WordPress, Nimble SAN/NAS storage, SQL, Load balancer, ACCPAC, Raiser's Edge, Exchange.
- Proficient with office suite, group policy, WSUS
- Excellent communications skills
- Supervisory, organizational and verbal and written communication skills
- Ability to maintain a mature problem-solving attitude while dealing with time demands and challenging problems
- Ability to work independently and as a strong team player
- Ability to develop and manage a budget

Responsibilities

1. Plan and implement system development, enhancement, and maintenance by performing duties such as evaluating existing and emerging information systems technology, performing budget and risk/impact analysis, making purchase and risk minimization recommendations, and developing and executing project plans for implementation. Liaises with external agencies, vendors and user areas as required
2. Provide support related to hardware, software, application program, and complex network communications by performing duties such as diagnosing and resolving problems
3. Provide technical support to IT staff in determining and correcting system problems involving operating systems, hardware issues, software issues and network/communications connectivity.
4. Develop data security guidelines, policies and procedures.
5. Develop, test, and maintain disaster recovery procedures.
6. Prepare and maintain a variety of documentations and reports such as procedure manuals, information technology strategic plan as required by CARF and user guides.
7. Authorize expenditure of funds in accordance to annual budget and organizational policies. Monitor expenditures for designated areas by comparing actual and budgeted expenditures, identifying variance and anomalies and following up on variances.
8. Provide input to senior management and the Operational Leadership Team to ensure all risk management protocols are in place to safeguard privacy and confidentiality of information as per CARF requirement and Personal Information Protection Act guidelines.
9. Supervise staff by performing duties such as assigning tasks, providing feedback and evaluation, orienting new staff and determining training requirements.

The BC Centre for Ability provides community based services that enhance the quality of life for children, youth and adults with disabilities and their families in ways that facilitate and build competencies, and fosters inclusion in all aspects of life.

Responsibilities - Continued

10. Secure and monitor subcontractors to perform project-specific tasks as required.
11. Maintain close working relationship with personnel at NucleusLabs to ensure the smooth and efficient operation of the Centre's web-based electronic client record (ECR) system.
12. Maintain and update the Centre's website and provide input on future development of the use of social media.
13. Manage daily operation including ticketing systems to prioritize support requests, maintaining workstations, laptops, Citrix, VOIP systems.
14. Perform maintenance on Firewall, wired and wireless networks and redesign network infrastructure as required.
15. Maintain all necessary licensing requirements for Antivirus, Antispam and Malware.
16. Maintain Data Centre hardware to ensure capacity and required warrantee.
17. Maintain Microsoft, VMWARE licensing and upgrade software as required.
18. Perform other job duties as required.

Working Conditions & Provisos
- Physical ability to carry out the duties of the position
- Appointment subject to satisfactory completion of a criminal records check

Application Information:
To apply, e-mail your résumé and cover letter to Andy Basi, Executive Director, at Andy.Basi@bc-cfa.org.

We are committed to enhancing our diverse workforce.
We thank you for your interest and advise that only those shortlisted will be contacted.

Nurture ● Grow ● Thrive