



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.

Director of Information Technology and Building Management

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

Job Summary

The Director of Information Technology (IT) and Building Management 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 identifies opportunities for introducing technological change to enhance the agency's ability to effectively and efficiently conduct its business activities. In addition, the Director is responsible of the building maintenance, including maintenance service contracts, HVAC system, security, tenancy agreements and insurance for main and remote offices.

Qualifications

Education

Degree or certificate/diploma of technology, specializing in Window Networks with Microsoft certification. Degree or certificate/diploma of Business Administration or completion of Project and Property Management courses.

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 including a large-scale of building upgrades and renovation and staff supervision
- Experience in contract management including scheduling, cost controls, and timeline management.
- Experience in commercial insurance coverage an asset

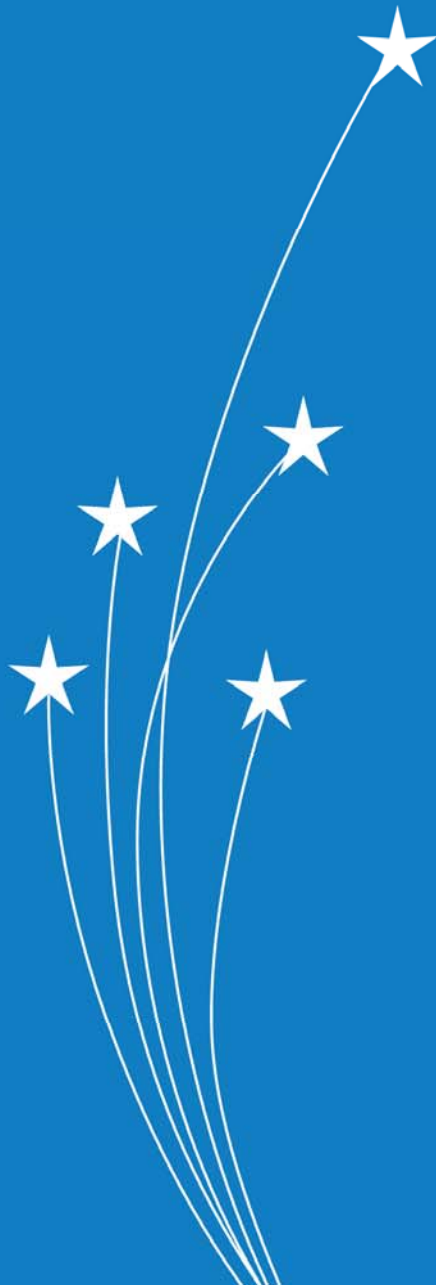
Skills and Abilities

- 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 Edge, Exchange.
- Proficient with office suite, group policy, WSUS and Gantt Charts
- Understanding in building management activities, including physical security, access management, janitorial/plumbing/electrical services, HVAC systems, appliances, fire suppression and response, office space management, and emergency procedures.
- 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 departmental and separate budget; IT and Building Management

Responsibilities – Information Technology

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.

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Responsibilities – Information Technology (Continued)

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.
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.

Responsibilities – Building Management

19. Develop, recommend and review building maintenance service contracts and contract licensed and bonded service contractors for repairs and improvements as needed.
20. Ensure the safety of the staff, clients and visitors including disability access requirements, signage, and preparation of emergency information and evacuation procedures.
21. Identify and manage operational risks and in compliance with quality and safety standards and building codes.
22. Oversee annual and/or quarterly maintenance including janitorial services, garbage disposal, confidential shredding services and winterization and keep the security and fire-prevention, boiler, elevators, HVAC system and equipment operational.
23. Review and negotiate annual commercial insurance and ensure sufficient coverage to meet the operational needs to the Centre.
24. Review internal maintenance records from building maintenance staff and review and update user and administration manuals for doors, parkade safety and security alarms.
25. Review and update new/returning/terminated staff building property procedures including security pass, ID, keys and/or building walk-through orientation.
25. Negotiate and review the terms and conditions of tenancy agreements for all offices.
26. Supervise staff by performing duties such as assigning tasks, providing feedback and evaluation, orienting new staff and determining training requirements.

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 Rebecca Sun, Interim Executive Director, at Rebecca.Sun@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.*