Position Identification

Position Title	Director, Enterprise Technology		
Position Replaces	n/a		
Position Level	Director	**Position Code**	1043
Pay Band	Exempt Band 8	**Revision Date**	Aug-22
Supervisor Title	VP, Information Technology & Chief Information Officer	**Sup. Position Code**	1475
Additional Requirement	CRC	N/A	
Exclusion Rationale	On File	**Flexible Work Arrangement**	Flexible Work
Division	Information Technology		

Organizational Description

BC Transit is a provincial crown corporation responsible for the overall planning and delivery for all of the different municipal transportation systems within British Columbia, outside Greater Vancouver.

Our Mission: Delivering transportation services you can rely on

Department Summary

The Enterprise Technology department manages and optimizes core business applications and systems to support key organizational functions. Responsibilities include safeguarding IT systems from cyber threats, ensuring compliance with industry regulations, and providing technical support to end-users. The department also oversees IT requests and maintains hardware and software resources. By implementing robust security protocols and delivering efficient technical services, the team ensures the smooth operation of the organization's technological infrastructure.

Job Overview

Reporting to the VP, Information Technology & Chief Information Officer, the Director, Enterprise Technology's role is to provide leadership for the development and implementation of information and operational technology and digital initiatives that result in strong business solutions that enable the achievement of BC Transit's strategic initiatives.

The Director, Enterprise Technology directs the planning, design, and implementation of enterprise technology systems and applications in order to improve cost effectiveness, service quality, technology integration, and business development, while adhering to privacy and security

best practices. This individual is responsible for all aspects of BC Transit's enterprise technology systems and applications.

Key Accountabilities and Expectations

Key Accountability	Expectation
Strategy & Planning	• Work with the VP, Information Technology & CIO to align departmental goals and objectives to meet deliverables in alignment to the BC Transit Strategic Plan and the Technology Plan; conduct annual service plans to monitor progress against these plans • Lead the identification, prioritization and definition of a portfolio of enterprise technology capital projects, ensuring proposed projects meet business and funding requirements • Direct the development and execution of an enterprise-wide disaster recovery and business continuity plan • Oversee the corporate cybersecurity strategy and ensure appropriate policies and procedures are being followed • Working with IT Management, ensure alignment with privacy, information management and various compliance activities, such as Payment Card Industry Data Security Standards • Ensure corporate initiatives and new programs are planned and implemented in accordance with a holistic technology framework and data architecture, including new smart fleet technology and associated back-office infrastructure support • Promote and oversee relationships between internal IT resources and external entities, including government, vendors and partner organizations • Assess and make recommendations on the improvement to or re-engineering of the IT organization, architecture and/or systems
Operational Management	• Oversee the provision of end-user services, including Help Desk and technical support, and lead the development of service level agreements with business owners • Develop and implement all technology policies and procedures, including those for architecture, technology usage, security, disaster recovery, standards, purchasing and service provision • Oversee the definition, planning, and implementation of IT-led projects, communicating milestones to the executive team, department leads, support staff and end users • Review the performance of IT infrastructure, systems and applications to determine operating costs, productivity levels, and upgrade requirements; where necessary, re-engineer applications to ensure alignment with business processes, tactical planning and strategic vision

	• Working with IT Management, participate in negotiation and administration of vendor, service provider and consultant contracts and service agreements • Build and maintain working relationships with all levels of staff, including project managers and executives engaged in resolving complex, multi-stakeholder issues where IT is part of the solution • Ensure technology system operation adheres to applicable compliance requirements, regulations, and audit recommendations
Budget/Administration	• Assess, communicate and mitigate risks associated with technology investments; work with IT Management to ensure IT Risk Register is up-to-date • Develop, track, and control the IT and Smart Bus annual operating and capital budgets • Develop business case justifications and cost/benefit analyses for technology spending and initiatives • Identify opportunities for the appropriate and cost-effective investment of financial resources in technology systems and resources, including staffing, sourcing, purchasing, and in-house development • Supervise recruitment, development, retention, and organization of all enterprise IT staff in accordance with corporate budgetary objectives and personnel policies
Research & Development	• Monitor trends and issues in the IT/OT industries, especially as they relate to the delivery of transit solutions, including current technologies and prices • Advise, counsel, and educate executives and management on their strategic, operational and financial impact • Direct research on potential technology and data solutions in support of new initiatives, opportunities and procurement efforts
Additional Duties	• Performs related duties in keeping with the purpose and accountabilities of the job

Summary of Qualifications and Job Specific Competencies	
Education	• Post secondary degree in Computer Science, Business Administration or a related field • Master's degree in leadership, Business, IT or a related field is considered an asset
Experience	• 5 years related experience managing and/or directing an IT operation • 10 years experience working in the IT industry • Demonstrated ability to apply IT in solving business problems

	• In-depth knowledge of BC laws (FOIPPA and Information Management, as examples) as they relate to IT • Strong understanding of human resource management principles, practices and procedures • Experience in public and unionized sector is an asset • Considerable knowledge of business theory, business processes, management, budgeting, and business office operations • Substantial exposure to data architecture, data processing, hardware platforms, enterprise software applications, and outsourced systems, including Oracle environments • Good understanding of computer systems characteristics, features, and integration capabilities • Experience with systems design and development from business requirements analysis through to day-to-day management • Proven leadership ability • Ability to set and manage priorities judiciously • An equivalent combination of education and experience may be considered
Key job-specific competencies	• Excellent written and oral communication skills • Excellent interpersonal skills • Strong negotiating skills • Ability to present ideas in business-friendly and user-friendly language • Exceptionally self-motivated and directed • Keen attention to detail • Superior analytical, evaluative, and problem-solving abilities • Exceptional service orientation • Ability to motivate in a team-oriented, collaborative environment • Ability to respond to changing priorities and achieve results in a fast-paced environment