

## Position Identification

<b>Position Title</b>	Manager, Technical Services		
<b>Position Replaces</b>	N/A		
<b>Position Level</b>	Manager	<b>Position Code</b>	1094
<b>Pay Band</b>	Exempt Band 6	<b>Revision Date</b>	Sept-25
<b>Supervisor Title</b>	Director, Enterprise Technology	<b>Sup. Position Code</b>	1043
<b>Additional Requirement</b>	CRC	N/A	
<b>Exclusion Rationale</b>	On File	<b>Flexible Work Arrangement</b>	Flexible Work
<b>Division</b>	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. Responsible for 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 Director, Enterprise Technology the Manager, Technical Services leads all IT infrastructure activities for BC Transit. This includes managing the Technical Services team, overseeing the provision of ongoing support for critical information systems and developing, implementing, and maintaining IT operations, programs and initiatives. The role serves as a key liaison between IT staff, other divisions, and third-party vendors and collaborates with the Department's management team to ensure effective governance, delivery and support of the organizations IT services and systems.

Key Accountabilities and Expectations	
Key Accountability	Expectation
<b>Strategic IT Leadership</b>	<ul style="list-style-type: none"> <li>• Develops and implements IT strategies, policies, standards, and procedures aligned with BC Transit's objectives</li> <li>• Provides guidance on technology initiatives, emerging trends, and solutions to support current and future organizational needs</li> <li>• Advises senior leadership on technology investments, risks, and opportunities</li> </ul>
<b>IT Operations and Infrastructure Management</b>	<ul style="list-style-type: none"> <li>• Ensures the reliability, performance, and security of all IT systems including backup, recovery, disaster recovery, job scheduling, performance monitoring, capacity monitoring and cost allocation</li> <li>• Maintains standard approach to system management based on best practice standards; recommends, and implements technology solutions</li> <li>• Researches and evaluates hardware, software, and emerging technologies to optimize IT infrastructure</li> </ul>
<b>Leadership and People Management</b>	<ul style="list-style-type: none"> <li>• Leads team in the delivery of corporate-wide projects, ensuring alignment with organizational goals and risk mitigation strategies</li> <li>• Oversees Technical Services team, including selection, scheduling, assignments, and performance review, while ensuring leadership and coaching aligned with BC Transit's values</li> <li>• Supports employee growth by aligning career development with organizational objectives, addressing skill gaps, and fostering continuous learning and engagement</li> </ul>
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>• Manages department annual budget, ensuring alignment with organizational priorities</li> <li>• Monitors and controls departmental expenditures to ensure compliance with approved financial plans</li> </ul>
<b>Stakeholder Engagement and Relationship Management</b>	<ul style="list-style-type: none"> <li>• Builds and maintains effective working relationships across the organizations, including project managers, executives and cross-functional teams</li> <li>• Acts as a liaison with third-party IT vendors and contractors to ensure successful delivery of IT services</li> <li>• Collaborates with internal stakeholders to align IT solutions with business needs and resolve complex multi-stakeholder issues.</li> </ul>
<b>Continuous Improvement and Compliance</b>	<ul style="list-style-type: none"> <li>• Identifies opportunities for process improvement, efficiency gains, and workflow optimization in IT operations</li> <li>• Ensures compliance with internal policies, industry standards, and regulatory requirements</li> <li>• Maintains professional knowledge and keeps updated on changes and trends in IT</li> </ul>

<b>Additional Duties</b>	<ul style="list-style-type: none"> <li>• Performs related duties in keeping with the purpose and accountabilities of the job</li> </ul>
--------------------------	---

<b>Summary of Qualifications and Job Specific Competencies</b>	
<b>Education</b>	<ul style="list-style-type: none"> <li>• Post secondary degree in Computer Science or a related field</li> <li>• Project Management Professional (PMP), Microsoft Certified IT Professional (MCITP) and/ or Information Technology Infrastructure Library (ITIL) accreditation is an asset</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Five (5) years related experience in progressive management experience in design, configuration and management of complex information systems in a virtual environment.</li> <li>• Experience with financial management building and managing both project and operating budgets.</li> <li>• Working in a unionized environment an asset</li> <li>• An equivalent combination of education and experience may be considered</li> </ul>
<b>Key job-specific competencies</b>	<ul style="list-style-type: none"> <li>• Understanding of change management principles and techniques to effectively drive organizational change.</li> <li>• Demonstrated ability to resolve complex issues (root case analysis) plus experience working with Windows operating systems, Oracle database systems and web-based platforms.</li> </ul>