Vice President, Information Technology and Chief Information Officer

POSITION NUMBER
1475

POSITION LEVEL
Executive

POSITION SALARY BAND
Executive Band 2

DIVISION
Information Technology

REPORTS TO
President and Chief Executive Officer

SUPERVISOR POSITION NUMBER
1000

ORGANIZATIONAL DESCRIPTION

BC Transit is a provincial Crown corporation responsible for planning, funding and delivering public transit across British Columbia outside Metro Vancouver, in partnership with local governments, operating companies and other partners.

JOB OVERVIEW

Reporting to the President and CEO, the Vice President, Information Technology and Chief Information Officer (CIO) advances BC Transit's mission of delivering transportation services you can rely on by leading reliable, secure and affordable technology and information services for customers, employees and transit operations.

As an executive leadership team member, the CIO shapes enterprise strategy, aligns technology investments with priorities and available resources, and develops a service-focused team. The role partners with business leaders to deliver practical improvements, responsible innovation and measurable benefits while supporting diversity, inclusion and accessibility.

ACCOUNTABILITY AREAS

01 Business value
02 Integrated technology
03 Delivery and stewardship
04 Reliability and protection
05 Trusted data
06 People and partnerships

Major Responsibilities

- Lead enterprise technology strategy, architecture and integrated technology, application and data roadmaps aligned with corporate priorities, lifecycle needs, risk and capacity.
- Prioritize technology demand with business leaders and oversee initiatives from business case through implementation and support, using approval and delivery processes proportionate to cost and risk.
- Guide responsible AI, automation and emerging technology adoption; improve existing systems, processes and data governance, reporting and analytics with business owners.
- Direct infrastructure, applications, workplace technology and user support, including cybersecurity, incident response and tested disaster recovery coordinated with enterprise business continuity.
- Develop leaders, workforce skills and succession; lead change, communication, training and adoption with business owners.
- Manage operating and capital budgets, staffing, sourcing, contracts and supplier performance, considering lifecycle costs, service levels and exit arrangements.
- Advise the CEO and Board on technology options, costs, benefits and risks; build partnerships, support corporate and provincial initiatives, and represent BC Transit with public officials, operators and agencies.

Accountabilities

- **Business value:** Practical, accessible solutions and responsible innovation that improve customer, employee and operational outcomes, with benefits measured jointly with business owners.
- **Integrated technology:** Secure, interoperable systems, clear architecture standards and effective use of existing technology, with less duplication, unnecessary customization and technical debt.
- **Delivery and stewardship:** Affordable investments and supplier services delivered within approved scope, budgets and capacity, with timely escalation and recommendations to proceed, simplify, defer or stop work.
- **Reliability and protection:** Responsive services, effective cyber controls and tested recovery arrangements that protect critical operations, information and public trust, with clear service measures and escalation.
- **Trusted data:** Clear ownership, common definitions, quality standards and reliable analytics, with appropriate access, retention and protection established with accountable business, privacy and records leaders.
- **People and partnerships:** A capable, inclusive, service-focused team, effective internal and external relationships, and shared accountability for change adoption and corporate results.

Qualifications

Education and knowledge

- Bachelor's degree in Computer Science, Engineering, Business or a related discipline, or equivalent education and experience. A graduate degree in Business or Management is preferred.
- Broad knowledge of infrastructure, networks, cybersecurity, applications, data, user support and project delivery, integrated into enterprise architecture and roadmaps.
- Knowledge of privacy and information access legislation, cybersecurity standards and other applicable regulations.

Experience

- 10 or more years of progressive IT leadership, including five years leading an IT division or department at a senior level, and experience in a complex, service-critical organization.
- Proven people and change leadership, lasting adoption, and clear communication of technical issues, risks and trade-offs to executives, boards and non-technical audiences.
- Demonstrated delivery within limited budgets and resources, balancing major projects with timely, smaller improvements.
- Experience directing application portfolios and build, buy or configure decisions, and evaluating, negotiating and managing vendors and contracts.
- Experience building data governance and analytics, and applying AI, automation or process mapping while managing privacy, security and ethical risks.
- Experience in the public sector or a Crown corporation, including public sector procurement, is an asset.
- Experience leading teams in a unionized environment is an asset.
- Experience with transit or transportation technology, such as scheduling, fleet management, intelligent transportation systems or fare systems, is an asset.

Leadership competencies

Business partnership
Works with business leaders to prioritize technology demand and deliver solutions with measurable benefits.

Responsible innovation
Assesses AI, automation and emerging technology, and adopts it where benefits, costs and risks are clear.

Risk and security judgment
Balances reliability, cybersecurity, privacy and cost in decisions, and escalates material risks early.

Translating complexity
Explains technical issues, risks and trade-offs in plain language to executives, the Board and non-technical audiences.

Results and accountability
Sets clear expectations, manages risk and follows through on commitments.

People leadership
Develops leaders, creates clarity and supports an inclusive, respectful and safe workplace.

Change leadership
Leads people through new systems and processes so that changes are adopted and sustained.

WORKING CONDITIONS

- This position offers a hybrid working environment with a required minimum of three days in the office per week.

DOCUMENT CONTROL

UPDATED BY	DATE	REASON FOR UPDATE	SUPERSEDES
People and Culture	November 2026	Recruitment	2023