BC TRANSIT | OPPORTUNITY PROFILE

VICE PRESIDENT, INFORMATION TECHNOLOGY

and Chief Information Officer

Senior Leadership Team
Reporting to the President and CEO
Victoria, British Columbia



TERRITORIAL ACKNOWLEDGEMENT

BC Transit respectfully acknowledges that our head office is situated on the traditional, ancestral, and unceded lands of the lək^{w}əŋən Peoples, known today as the Songhees and X^{w}sepsəm Nations.

BC Transit also delivers our mission on the ancestral territories of Indigenous Peoples across British Columbia, and their historical relationships with the land continue to this day.

Background artwork: *Transiting the Margins*, Daniel Elliott, Stz'uminus First Nation, commissioned for the BC Transit 2024 Strategic Plan.

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WHY BC TRANSIT

YOUR BEST TRANSPORTATION SOLUTION

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

From small towns to large urban centres, our shared services model brings financial planning, asset management and construction, procurement, marketing, planning, scheduling, safety and training expertise to every Transit System we support. We also operate conventional service in the Victoria Regional Transit System.

Our services are as diverse as the province itself, ranging from conventional fixed-route and RapidBus service to custom transit (handyDART), paratransit, interregional connections and flexible On-Request, OnDemand service.

1.9M+
British Columbians with access to BC Transit service

130+
communities served across the province

56M+
passenger trips delivered every year

59
local government partners

125
battery electric buses arriving by early 2028

1,100+
buses in the fleet



OUR VISION

Your best transportation solution

OUR MISSION

Delivering transportation services you can rely on

OUR VALUES

Safety first

We prioritize the **physical** and **psychological safety** of our customers and employees.

Team spirit

We accomplish more together through **teamwork, collaboration** and an **inclusive** environment.

Adapt and thrive

We champion **innovation** and continuous improvement, focusing on **sustainable** solutions and responsible stewardship.

Community minded

We are responsive to our **communities** and **customers**, offering the best experience to meet their **diverse** needs.

Technology runs through every one of these objectives, from the cybersecurity and business continuity that keep critical operations running, to the digital tools and payment options riders use every day, to the data and artificial intelligence that will inform smarter decisions across the organization.

OUR OBJECTIVES

Always safe

Put safety first in everything we do

Engaged people and partners

Support our people and partners to achieve more together

Satisfied customers

Enhance the customer experience

Thriving communities

Build responsive Transit Systems that support livable communities

Financial stewardship

Deliver resources wisely and invest for the future

Sustainable future

Achieve a cleaner and healthier future through resilient and responsive transit

WHY BC TRANSIT

GOVERNANCE AND PARTNERSHIPS

BC Transit is unique in Canada for its funding model and its province-wide coordination of multiple Transit Systems. The Province sets out BC Transit's priorities through its Mandate Letter, and the *British Columbia Transit Act* mandates the corporation to establish, maintain and manage public transportation systems for all regions outside Metro Vancouver.

Board of Directors

The corporation is governed by a seven-member Board of Directors appointed by the Province according to criteria in the *British Columbia Transit Act*. Four board members must be locally elected representatives.

The Board, through the Chair, reports to the Minister of Transportation and Transit, and is governed according to the Province's best practice governance and disclosure guidelines for public sector boards.

Victoria Regional Transit Commission

The Victoria Regional Transit System is governed by the Victoria Regional Transit Commission, made up of a minimum of seven members (five locally elected mayors and two councillors) appointed under the Act.

The Commission sets routes, service levels, fares and local taxes for transit purposes, and is responsible for raising the local share of the annual cost of transit in the region.

Regional Transit Systems

BC Transit works in partnership with 59 local governments. In most communities, service is delivered through a partnership between BC Transit, local government and a contracted operating company.

Local governments approve service levels and budgets each year and set fares and local property taxes. The partnership is formalized through a Transit Service Area Agreement, a Master Operating Agreement and an Annual Operating Agreement.

Three funding sources: grants from the provincial government, contributions from local governments, and income from fares and advertising. For the CIO, this means technology investment decisions are made in a public, partnership-based environment that values transparency and measurable value.

WHY BC TRANSIT

TECHNOLOGY IN THE CUSTOMER JOURNEY

BC Transit is modernizing how people plan, pay for and experience transit, while transitioning to a low-carbon fleet. Technology sits at the centre of that work.

NextRide

Real-time bus arrivals, live tracking along the route, and trip planning with up-to-date departure times.

Umo

Electronic fare collection: customers load fares to the Umo app or a reloadable card, then tap or scan when they board.

Contactless payment

Customers can tap a debit card, credit card or mobile wallet to pay for one ride at a time.

Battery electric buses

125 heavy-duty electric buses delivered to eight systems by early 2028: Kamloops, Kelowna, Nanaimo, Nelson, Powell River, Sunshine Coast, Greater Victoria and Whistler.

ALSO UNDERWAY

- **Unified Rider Experience Program** – journey-based digital experiences across trip planning, real-time information and rider safety reporting
- **Battery Electric Bus (BEB) digital ecosystem** – integrating charger, charge management, telematics, power and battery data, with an Operating Technology (OT)/Internet of Things (IoT) security framework for electrification
- **Enterprise data and AI** – a modern enterprise data platform, organization-wide Copilot training and an AI community of practice



IMAGINING THE FUTURE

Over the next decade, BC Transit anticipates transformative change driven by emerging technologies, artificial intelligence and evolving customer expectations: more service types tailored to individual needs, trip planning on the customer's terms, and travel that is sustainable and green.

The Opportunity

Lead BC Transit's technology and information services so they are **reliable, secure and affordable**, and deliver practical improvements for customers, employees and transit operations.

Turn enterprise priorities into a clear delivery plan, simplify the technology environment, and help the organization make better use of its systems and data.



THE OPPORTUNITY

Vice President, Information Technology and Chief Information Officer

Reporting to the President and CEO and serving on the Senior Leadership Team, the CIO advances BC Transit's mission by leading technology and information services for customers, employees and transit operations.

You will shape enterprise strategy, align technology investments with priorities and available resources, and develop a service-focused team. You will partner with business leaders to deliver practical improvements, responsible innovation and measurable benefits.

The IT division has established a strong foundation for continued progress. With an IT Strategy in place, stronger business partnerships, and growing capabilities in enterprise architecture, data, privacy and AI, the division is well positioned to support the organization's priorities. The next step is leadership: translating a strong strategy into sustained action, aligning resources with priorities, and building momentum through visible results.

THE MOMENT

BC Transit is entering an important phase of technology modernization. As artificial intelligence, automation, Internet of Things (IoT), SmartBus technology and digital services continue to reshape public transit, the organization is strengthening its core systems and simplifying processes. The new CIO will provide the leadership and discipline needed to translate these opportunities into practical, sustainable results.

WHAT SUCCESS LOOKS LIKE

01 Faster delivery of smaller improvements

A clear route for smaller, lower-risk improvements, so that not every request is treated as a major capital project. Big projects keep moving; small wins land quickly.

02 A clear software roadmap

A deliberate build, buy or configure approach, greater use of existing systems before adding another application, and less duplication and technical debt.

03 Data and AI that create value

Trusted data with clear ownership and common definitions, and practical use of AI, automation and process mapping, with privacy, security and ethical risks managed.

04 Earlier, better decisions

Earlier recommendations to proceed, simplify, defer or stop work, with fit-for-purpose solutions chosen over gold-plated ones.

05 Benefits that are measured

Clear reporting on benefits after implementation, not just whether a project launched, measured jointly with business owners.

WHAT YOU'LL DO

LEAD TECHNOLOGY THAT PEOPLE CAN RELY ON

Build and Scale the IT Strategy

- Lead enterprise technology strategy, architecture and integrated technology, application and data roadmaps aligned with corporate priorities, lifecycle needs, risk and capacity
- Evolve the IT Strategy and its five goals: technology innovation and planning, data-informed decisions, strategic partnerships, IT governance and continuous improvement, and business resilience
- Set the overall software direction, including when to develop in-house and when to buy or configure off-the-shelf solutions, and build toward that roadmap
- Guide responsible adoption of AI, automation and emerging technology, and improve existing systems, processes, data governance, reporting and analytics with business owners
- Manage operating and capital budgets, staffing, sourcing, contracts and supplier performance, considering lifecycle costs, service levels and exit arrangements

Create and Mature Scalable Systems and Infrastructure

- Direct infrastructure, applications, workplace technology and user support, with clear service measures and escalation
- Strengthen cybersecurity, incident response and tested disaster recovery, coordinated with enterprise business continuity, to protect critical operations, information and public trust
- Simplify the technology environment through clear architecture standards, effective use of existing technology, and less duplication, unnecessary customization and technical debt
- Oversee initiatives from business case through implementation and support, using approval and delivery processes proportionate to cost and risk
- Support the technology behind fleet electrification, SmartBus and customer-facing services such as NextRide and Umo, including secure, interoperable integration







WHAT YOU'LL DO

LEAD PEOPLE AND CHANGE

Strengthen a High-Performance Culture

- Set clear expectations, manage risk and follow through on commitments, with timely escalation when scope, budget or capacity is at risk
- Build a culture of continuous improvement, service excellence and value-focused spending, measured by outcomes and benefits rather than launches
- Embed security and privacy by design, and an approach that favours practical, fit-for-purpose solutions

Lead and Grow the IT Team

- Develop leaders, workforce skills and succession, and build a capable, inclusive and service-focused team
- Shape the team's structure and capacity to match priorities, growing capability where it matters and simplifying where it does not
- Support an inclusive, respectful and safe workplace, including leading in a unionized environment

Influence Across the Organization

- Prioritize technology demand with business leaders, and lead change, communication, training and adoption so new systems and processes are used and sustained
- Advise the CEO and Board on technology options, costs, benefits and risks in plain language
- Build partnerships, support corporate and provincial initiatives, and represent BC Transit with public officials, operating companies and agencies



THE TEAM

WHO YOU'LL REPORT TO

The CIO is a member of BC Transit's Senior Leadership Team, reporting directly to the President and Chief Executive Officer.

Erinn Pinkerton

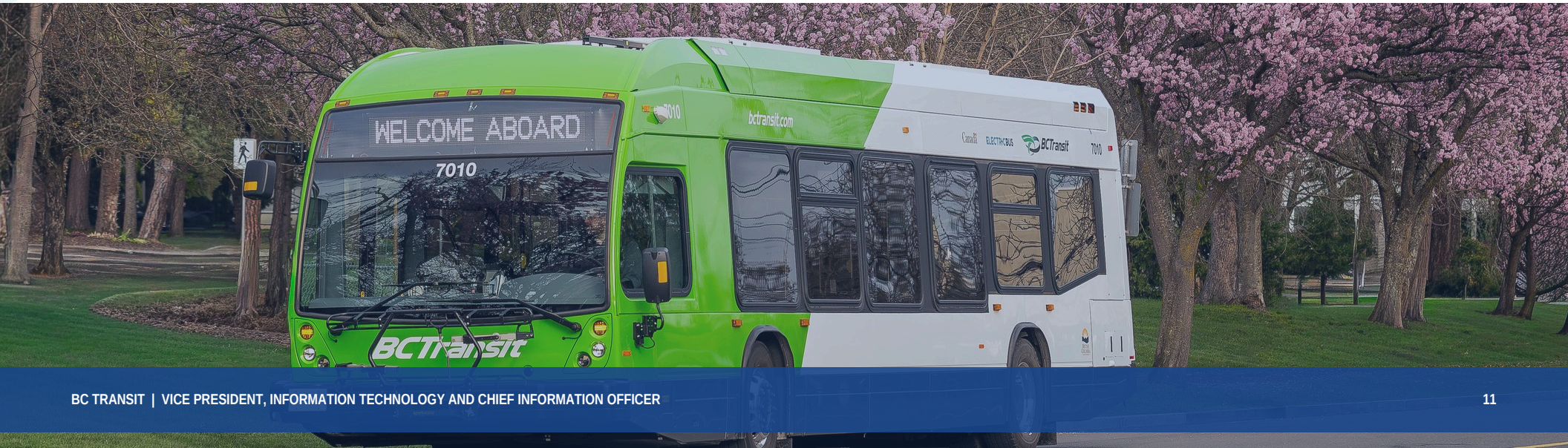
PRESIDENT AND CHIEF EXECUTIVE OFFICER

Erinn Pinkerton is a senior public-sector executive with more than two decades of experience leading complex transportation organizations. She is recognized for strategic leadership, strong governance and a commitment to delivering public value through effective organizational performance.

As President and CEO, Erinn leads the delivery of public transit services to communities across British Columbia. She oversees province-wide initiatives focused on modernization, innovation and sustainable transportation, working with government, partners and communities to support safe, accessible, reliable and responsive service.

Since joining BC Transit in 2008, Erinn has held progressively senior roles, including Vice President of Business Development and Chief Transformation Officer. She has led corporate planning, transit planning and scheduling, information technology and communications, while advancing organizational strategy, transformation and service improvements. As CEO, she guides BC Transit's modernization priorities to improve the customer experience, advance digital innovation and support the transition to a zero-emission fleet.

Erinn serves as Chair of the Board of Governors at the University of Victoria. She was named one of *Business in Vancouver's* Influential Women in Business in 2021 and received the Greater Victoria Chamber of Commerce's Award of Distinction in 2024. She holds a Bachelor of Commerce, a Master of Business Administration and the ICD.D designation from the Institute of Corporate Directors.



THE TEAM

WHO YOU'LL WORK ALONGSIDE

Jim Ross

VP, OPERATIONS AND CHIEF OPERATING OFFICER

Jim oversees BC Transit's operational services and the delivery of safe, reliable and efficient transit service across the province, advancing service excellence, operational innovation and sustainable transportation solutions.

Jim has more than 27 years of experience in transit operations. He joined BC Transit in 2024 from ONxpress Transportation Operations, where he was Head of Service Delivery. He previously spent 24 years with the Toronto Transit Commission, starting as a Train Operator and advancing to Chief Operating Officer of one of North America's largest transit systems.

Kathy Humphrey

VP, FINANCE AND CHIEF FINANCIAL OFFICER

Kathy guides BC Transit's financial strategy and stewardship, overseeing corporate and capital accounting, financial planning and analysis, procurement and enterprise risk management, supporting sound governance and long-term financial sustainability.

Kathy's leadership experience spans more than 20 years across finance, operations and strategic planning, including senior roles with the Legislative Assembly of British Columbia, the City of Kamloops and Thompson Rivers University. Kathy serves on the Board of Governors at Camosun College. She is a CPA and holds a Master of Public Administration from Dalhousie University.

Aaron Lamb

VP, ASSET MANAGEMENT AND CHIEF SUSTAINABILITY OFFICER

Aaron is responsible for BC Transit's provincial fleet, infrastructure assets, environmental management programs and real estate portfolio, grounded in disciplined asset management and a passion to embrace and implement new technologies.

Aaron has more than 25 years with BC Transit, beginning as a fleet engineer and advancing through project management, engineering, maintenance, capital asset management, ERP and program development. He holds a Mechanical Engineering degree from UVic, is a licensed Professional Engineer, and holds an MBA in Executive Management from Royal Roads University.

Christy Harrold

VP, STRATEGY, PLANNING AND PUBLIC AFFAIRS

Christy supports delivery of the Strategic Plan through corporate strategy, planning and scheduling, marketing, sales and revenue, communications and government relations. She joined BC Transit in 2008 and was appointed Vice President in 2018, after roles including Manager of Capital Programs and Director of Corporate and Strategic Planning. She previously worked with BC Buildings Corporation and BC Ferries, and holds a BA in Political Science and a Master of Public Administration from UVic.

Melissa Zimmerman

VP, PEOPLE AND CULTURE

Melissa leads BC Transit's people strategy and organizational culture, partnering across the organization to support employees and leaders and advance the People and Culture Plan. With more than 20 years in HR and organizational development, she joined BC Transit in 2017, became Director of Human Resources, and was appointed VP in 2022. She previously led talent and culture strategies at the Ralmax Group of Companies in a complex multi-union, multi-company environment.

WHAT YOU BRING

THE PERSON WE'RE LOOKING FOR



A practical, people-centred technology executive who knows enough about every part of IT, from networks and cybersecurity to applications, project delivery, contracts and the help desk, to bring it together into a coherent roadmap, architecture and vision, and to deliver on it. You lead change well, communicate clearly with executives and the Board, and have a track record in complex, service-critical organizations.

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+ years of progressive IT leadership, including five years leading an IT division or department at a senior level, in a complex, service-critical organization
- Proven people and change leadership with lasting adoption, and clear communication of technical issues, risks and trade-offs to executives, boards and non-technical audiences
- Delivery within limited budgets and resources, balancing major projects with timely, smaller improvements. Experience reducing and simplifying, as well as growing
- Directing application portfolios and build, buy or configure decisions; evaluating, negotiating and managing vendors and contracts
- Building data governance and analytics, and applying AI, automation or process mapping while managing privacy, security and ethical risks

Assets

Public sector or Crown corporation | **Public sector procurement**

Unionized environment | **Transit or transportation technology**

Scheduling, fleet, Intelligent Transportation Systems (ITS) or fare systems

WHAT YOU BRING

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.

IN PRACTICE

You demonstrate responsible stewardship of public resources, balancing cost, risk, service quality, and long-term value. You have the judgment to simplify, defer, or stop work when circumstances warrant, and hold the organization accountable for delivering meaningful, measurable outcomes for customers, employees, and operations.



WHAT WE OFFER

MEANINGFUL WORK, REAL REWARDS

SALARY RANGE

$229,300 – $255,600

The salary range represents the full earning potential for this position. Employees have the opportunity to progress through the range over time based on performance, growth and budget availability.

BENEFITS

FROM YOUR FIRST DAY

- Employee and Family Assistance Program (EFAP)
- Personal leave: nine days, prorated for the calendar year
- Vacation: six weeks per year, prorated in the year of hire
- Public Service Pension Plan, jointly funded by BC Transit and the employee
- Extended health and dental benefits
- Health Spending Account: $4,000 per year, prorated for the calendar year
- Group Life Insurance at three times annual salary
- AD&D Insurance at three times annual salary

AFTER THREE MONTHS

From the first day following three months of continuous employment:

- Exempt Disability Plan
- Critical Illness

WORK AND LIFE

- Hybrid work, with a minimum of three days per week in our Victoria office

OPTIONAL BENEFITS

- BC Transit Social Club
- Employee Fitness and Lifestyle Centre
- Optional Group Life Insurance
- Optional AD&D Insurance
- Executive Health Assessment (employer paid)

ALLOWANCES

- Vehicle allowance: $1,000 per month to cover costs and expenses of using your personal vehicle for business purposes
- Internet allowance: $99.99 per month to cover the business use of internet at home

Employee bus pass. All employees are eligible to receive one complimentary transit pass, and may request two additional passes for a spouse or eligible dependant as a taxable benefit. As part of our commitment to the environment and the services we provide, all employees are encouraged to use public transit, carpooling or both as much as practically possible.

BC Transit is one of BC's Top Employers and is committed to an inclusive, diverse and accessible workplace. We welcome applications from Indigenous Peoples, Black and racialized persons, persons with disabilities, women and members of the 2SLGBTQIA+ community.

NEXT STEPS

HOW TO APPLY

Submit your resume and a cover letter outlining your interest and how your experience aligns with this opportunity through BC Transit's careers site at **jobs.bctransit.com** by **November 29, 2026**. All inquiries and applications will be treated in strict confidence.

01

Applications close

Applications reviewed against the profile.
November 29

02

Screening conversation

Confidential conversation with People and Culture.
Week of November 30

03

First-round interview

Panel interview with the President and CEO and executive leaders.
Week of December 7

04

Final interview

Final interview, including a presentation on your first-year priorities.
Week of December 14

05

Target start date

Reference checks and offer, with a target start in **late January or early February 2027**

FOR A CONFIDENTIAL CONVERSATION, CONTACT

Adam Ryvers

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