

Director of Business Systems & Solutions

Unit: Business Systems & Solutions

Location: Victoria, BC

Supervisor's Title: Executive Vice President

Approved Classification: Management Level 3

Organization Summary

Consumer Protection BC is a not-for-profit corporation dedicated to strengthening consumer protection in BC and enforcing BC's consumer protection laws. As a regulator, we license and inspect specific industries, respond to consumer inquiries, investigate alleged violations of consumer protection laws, and educate consumers and businesses about their rights and responsibilities under the laws we administer. Our vision is a province where all citizens of British Columbia are empowered in their transactions because of rigorous and consistent business compliance and through the provision of solution-based information. For more information about our organization and to read our annual reports, please visit our corporate website at www.consumerprotectionbc.ca.

Values & Working Environment

At Consumer Protection BC, we believe in accountability to ourselves and each other, in the investment and maintenance of integrity, and in the pursuit of excellence in the delivery of services that make a positive difference in the lives of British Columbians. These values guide the delivery of our services and employee behaviour – it is expected and required that all employees adhere to these values when governing themselves. Consumer Protection BC is a place where there is respect for all dimensions of diversity, such as age, gender, race, national origin, sexual orientation, disability, Indigenous status, gender expression/identity, education, religion, and other dimensions that are intrinsic to who we are. As such, discriminatory, bullying, or harassing behaviours will simply not be tolerated. We expect the staff at Consumer Protection BC to treat each other and our stakeholders with respect and dignity. In return, you can expect to work in an equal opportunity workplace, where all individuals are supported in a safe environment that is committed to continuous learning and dialogue to become an ally for change.

General

The Director of Business Systems & Solutions is responsible for overseeing all IT and information management strategies and infrastructure and plays a key role in the business' strategic planning endeavors. The Director provides vision and leadership for developing and implementing IT initiatives for the organization in a constantly changing and intensely complex field of work.

The Director leads a team of IT, programming and business analysis specialists whose mission is to provide a modern technology framework, including infrastructure, business systems, web and

collaboration technologies that will enhance service delivery, automation, information sharing and basic business functionality while maintaining high levels of security for the organization, consumers, and businesses.

Nature of Work & Position Links

The position is responsible for leading the business systems and solutions area of the organization, and through its team members, is responsible for ensuring a robust, innovative, adaptive, and secure IT and information management infrastructure exists to support the operational and strategic requirements of the business.

The Director is responsible for developing, maintaining, communicating, and sharing the Consumer Protection BC corporate IT, security, disaster recovery and data management strategies that support the organization in the achievement of its operational activities, and its strategic business needs and corporate vision. The Director advises and supports the leadership team and Board of Directors in the achievement of these key corporate strategies.

The Director also oversees all aspects of major strategic initiatives that involve an IT component. This includes advanced project management expertise applied to both internal IT initiatives and to procuring appropriate resources and managing specific contracts to ensure effective and on time delivery of IT services. Projects often involve the development of needs assessments, documenting business and technical requirements, strategies for maintenance and enhancement of infrastructure, and key business and web\collaboration systems.

The Director is the gatekeeper of all corporate cybersecurity and disaster recovery plans and strategies that ensure information is collected, stored, secured, and disclosed in accordance with established industry standards and best practices.

Specific Accountabilities

- Provides leadership, direction, and expertise in the successful development and execution of the corporate IT and cybersecurity strategies.
- Responsible for leading crucial IT projects that are essential to the strategic and operational objectives of the organization.
- Oversees and establishes corporate IT priorities with a focus on security, reliability, functionality, and enterprise resource management.
- Creates and monitors business value from IT assets by anticipating trends in the marketplace and ensuring that the organization navigates these trends through strategic planning aligned to the corporate strategy.
- Influences the delivery of successful IT projects by providing program/project management services and oversight. Develops and maintains corporate IT project/program management processes, methodologies & standards.

- Oversees the development of effective processes for the administration of the organization’s IT infrastructure through the ongoing analysis and re-engineering of the company’s physical infrastructure, business systems, databases, web and collaboration systems, remote and local network access.
- Allocates resources to meet operational requirements, and monitors and controls the programs and budget of the IT team. Identifies, quantifies, seeks approval for and procures the necessary IT assets, both physical and human, that will ensure the effective delivery of IT programs to meet business objectives.
- Recruits, trains, and evaluates team members to develop a strong, professional team that enables employees to contribute effectively to the realization of Consumer Protection BC goals and objectives.
- Employs a robust and impactful complement of contracted resources that help achieve corporate objectives. Sets requirements, procures resources, and creates, communicates, and implements a risk-based process for vendor management, including the assessment and treatment of risks that may result from partners and service providers.

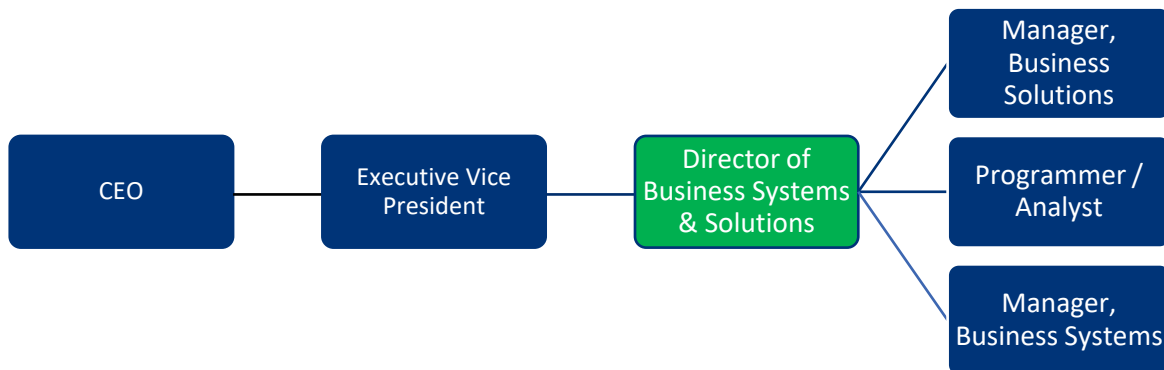
Special Requirements

- Required to complete a criminal record check.
- Required to sign and adhere to Consumer Protection BC’s Standards of Conduct.
- Some travel required.

Working Conditions

- May be required to move and transport records, computers and equipment.
- May be required to travel and work some weekends and evenings as needed.

Organizational Chart



Selection Criteria

Education & Experience

- Post-secondary degree in business administration, public administration, information technology, computer science or related discipline, or equivalent combination of education and related experience.
- At least 15 years of work experience in an IT-related environment with at least 5 years in senior leadership roles.
- At least 10 years progressive experience in a management or related supervisory role leading and mentoring a team of professionals.
- Experience with IT strategy, cyber security, disaster recovery and business continuity planning activities, including exercising/testing, awareness, education, coordination, and plan development.
- Experience in people, project and budget management, executive decision making, and business strategy delivery.
- Proven experience managing a business and technical teams focused on infrastructure, product development or service delivery.

Knowledge, Skills & Abilities

- Knowledge and proven skill in developing, implementing, and communicating IT, cybersecurity, application development and disaster recovery strategies.
- Knowledge of information systems processes, methodologies, and procedures.
- Knowledge of project management methodologies, techniques, and processes.
- Ability to manage service contracts with a variety of vendors with specific expertise.
- Knowledge of information system technology developments to ensure familiarity with current and emerging technology solutions.
- Knowledge of user and business needs analysis.
- Ability to work with all levels in an organization and establish effective working relationships.
- Ability to research, analyze and investigate options to achieve organization and user objectives.
- Ability to provide or obtain information of a complex nature, clearly and concisely in a timely manner and in an appropriate level and format.
- Ability to resolve systems software/hardware and related technology issues economically, efficiently, and effectively.
- An understanding of various software, hardware, network, and application configurations including problem resolution.
- Excellent verbal and written communication skills.
- Excellent prioritization and time management skills.

Competencies

- **Teamwork and Cooperation:** Ability to work cooperatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and

ability to understand and respond effectively to other people from diverse backgrounds with diverse views.

- **Listening, Understanding & Responding:** Desire and ability to understand and respond effectively to other people from diverse backgrounds. It includes the ability to understand accurately and respond effectively to both spoken and unspoken or partly expressed thoughts, feelings, and concerns of others. People who demonstrate high levels of this competency show a deep and complex understanding of others, including cross-cultural sensitivity.
- **Service Orientation:** Desire to identify and serve customers/clients, who may include the public, coworkers, other departments, ministries, agencies, government organizations and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Confidentiality:** Commitment to handling personal information and corporate documents with the utmost of care and confidentiality. Desire to demonstrate sound corporate and personal ethics and support cascading of values throughout the organization.
- **Organizational Awareness:** Understands the structure and culture of the organization and how it impacts their work.
- **Analytical Thinking:** Ability to comprehend a situation by breaking it down into its components and identifying key or underlying complex issues.
- **Managing Organizational Resources:** Understands and effectively manages organizational resources (e.g., people, materials, assets, budgets) through measurement, planning and control of resources to maximize results.
- **Planning, Organizing & Coordinating:** Proactively planning, establishing priorities, and allocating resources by developing and implementing increasingly complex plans, monitoring and adjusting work to accomplish goals, and deliver to the organization's mandate.