POSITION: MANAGER, INFORMATION SERVICES   **REGION:** Corporate Services

Community Living Toronto, one of the largest agencies of its kind in North America, is a dynamic innovative organization committed to a vision of promoting a welcoming community. As a leader in the field, Community Living Toronto offers supports to over 6,000 individuals within an intellectual disability as well as support to their families, including residential and day support, assistance with employment, community support, early childhood services and respite.

QUALIFICATIONS:

Diploma or Bachelor's Degree in computer science, math, engineering or other related field. Extensive experience leading the development, implementation and ongoing management of the IT projects and operations. Knowledge of project management methodology to effectively manage and provide senior technical leadership on business infrastructure and software upgrade, design, and implementation projects. Experience working with continuous improvement methodology and concepts (e.g., LEAN, LEAN Six Sigma).

JOB SUMMARY:

The Information Services Department is responsible for providing all technology services to the Association. This position will oversee the four primary service teams: Enterprise Application Services, Business Partnership/BI Services, Infrastructure Services, Support Services and report directly to the Director, Information Services.

RESPONSIBILITES:

Under the general supervision of the Director, Information Services this position is responsible for:

- Lead and manage the development, implementation, and improvement of IT infrastructure, operations and services.
- Develop and manage effective relationships with multiple stakeholders, partners, and clients in provisioning IT services.
- Manage sustainment of solutions to ensure applications are available, well maintained, and satisfy business requirements. Sustainment activities include, but are not limited to: recording all change requests whether driven by business (including business error corrections), application (including software patches), and performance, procedures, processes or technical platform; monitoring and tracking new business solution requirements; assessing impact, classifying, prioritizing; seeking authorization for changes; supporting business continuity of critical application solutions and application environment components in the event of service disruption or disaster.
- Lead the planning and delivery of I&IT projects and the procurement and contract management of goods and services, the provision of advice and support to Community Living Toronto's management on infrastructure systems and application acquisitions, enhancements, operations, and problem resolution, ensuring alignment with our technology architecture roadmap and corporate key strategic priorities.

HOURS OF WORK: 7.5 hours per day

TO APPLY:
SEND YOUR COVER LETTER AND RESUME TO:

Careers@cltoronto.ca

PLEASE QUOTE JOB POSTING #E17-242

When required, accommodations for disabilities will be provided, on request.

We thank everyone for their interest in Community Living Toronto; however only applicants with the necessary qualifications, experience and education will be contacted for an interview.