![Community Living Toronto logo]

Manager, Information 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 with 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 care.

The Information Services Department is responsible for providing all technology services to the Association.

Reporting directly to the Director, Information Services, the Manager, Information Services, leads and maintains the organization's Infrastructure and Application Systems and will oversee the four primary service teams:

- Enterprise Application Services,
- Business Partnership/BI Services,
- Infrastructure Services, and,
- Support Services.

The Manager is responsible for planning and coordinating the processes required for the provision of business applications and systems necessary for all business operations, working closely with business clients and stakeholders and ensuring alignment with Community Living Toronto's IT Strategic Plan.

This position is also tasked with the continuing development of internal processes including change management, strengthening our service portfolio, and partnering with other departments to create robust technical systems.

Key Responsibilities

- 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.
- Review detailed architectural, functional and technical requirements for business solutions. Support the preparation of application solution business cases, feasibility assessments (including alternative actions) and risk analysis, and define architectural requirements
- 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
- Monitor and track ongoing IT Operations and provide ongoing reporting of performance metrics against both internal and external targets and SLA's
- Jointly manage financial components of the Department's plans; develop, administer and monitor operating and capital budgets
- Manage the day to day operation of all assigned staff including the scheduling, assigning and reviewing of work and work plan deliverables. Authorize and control vacation and overtime requests. Monitor and evaluate staff performance, approve salary increments and recommend disciplinary action when necessary.

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- Negotiate service level agreements and metrics for business applications with client divisions.
- Serve on both internal and Provincial committees
- Act as an innovative leader to demonstrate commitment to the organizational values of diversity and inclusion. Cultivate an innovative workforce of high-performing professionals in a positive service delivery culture.

Your Qualifications:

Leadership, Project Management Skills:
- You can manage staff in an IT environment, manage external contractors, and manage the Department operational/project budgets and procurement activities
- You can lead the development, implementation and ongoing management of the IT projects and operations
- You can manage a data centre, IT infrastructure, and technical staff
- You have knowledge of project management methodology to effectively manage and provide senior technical leadership on business infrastructure and software upgrade, design, and implementation projects

IT Expertise:
- You have IT Operational skills in system administration and service desk technical support
- You have working experience in IT Service Manager (ITSM) and ITIL
- You have experience managing data centre operations
- You have Technology change management skills to lead the development of the infrastructure systems policies, procedures and standards, and the research/implementation of infrastructure systems/applications upgrades and enhancements
- You have knowledge of continuous improvement methodology and concepts (e.g., LEAN, LEAN Six Sigma) and project management methodology and concepts
- You have knowledge of computer systems technologies and large-scale network systems operations including cloud services

Communication Skills:
- You can provide technical advice to management on IT operation plans, enhancements, and issues management
- You can develop procedures/standards/security plans and business cases, and present recommendations responding to security risk assessments, security audits, vulnerability/threat and risk assessments and related analyses
- You have excellent written and oral communications skills
- You can represent the Association to external and/or internal stakeholder groups
- You can provide leadership, direction and specialized advice
- You can prepare technical reports, correspondence, and briefings

Analytical and Problem-Solving Skills:
- You can identify, assess, and resolve infrastructure and operations issues
- You can identify, develop, and manage security and risks assessments and responses to those threats
- You have excellent analytical, critical thinking, and problem-solving capabilities

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Personal Attributes
- You can lead, but also engage with, and function as part of, a team
- You have strong relationship building and management skills
- You are a change agent and strategic business partner
- You possess the proven ability to demonstrate self-confidence while balancing both technical and soft skills in influencing an organization
- You are able to professionally handle confidential material and associate issues
- You possess an exceptional assessment capability – an exemplary understanding of self, people, and motivations
- You possess exceptional empathy
- You understand and embrace the value of an inclusive and diverse workforce where employees feel valued, respected, and understood

Attention / Job Environment / Location
- Sustained pressure, irregular hours and overtime work could be required
- Good judgment and attention to detail are mandatory
- Will have overlapping deadlines
- Frequent changes in priorities may be imposed
- 20 Spadina Road, Toronto, Ontario M5R 2S7, however, is subject to change

To be considered in complete confidence for this opportunity, please submit a detailed resume directly to:

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