



Internal/External Job Posting

Regular Full Time Non-Union Position

Manager of Digital Information and Innovation

Grand River Conservation Authority (GRCA) has an international reputation for excellence in managing the natural resources of the largest inland river system in southern Ontario.

Encompassing approximately 6,800 square kilometres, the Grand River watershed has a population of almost one million people in 38 municipalities and two First Nations. Designated as a Canadian Heritage River, the Grand River and its major tributaries boast many outstanding human heritage features and excellent recreational opportunities. The GRCA is committed to environmental protection by delivering services that ensure the well-being of the environment and its inhabitants.

General Accountabilities

As a member of the senior leadership team at the Grand River Conservation Authority, the role of the *Manager of Digital Information and Innovation* is to lead the organization in providing transformational and innovative digital technological solutions to improve operational efficiency, interdepartmental workflows, staff experience, and public services, in alignment with the goals of the organization. The position requires a customer service focus and a combination of strategic thinking, project management, technology expertise, and change management skills.

Reporting to the Deputy CAO/Secretary-Treasurer, this position leads a multi-disciplinary team of 11 staff, including positions of IT Architect /Supervisor IT Operations, Senior Business Analyst, and Supervisor of Geomatics as direct reports. In addition to traditional IT services, other services provided by this department include geographic information systems (GIS); custom web application development and reporting; reservation, point-of-sale, and ticketing systems; water information systems; SCADA and HMI development for dam operations, the collection of hydrometric data, and the presentation of river and weather data for use within the GRCA's flood operations department.

Specific Accountabilities

1. Participate on the senior leadership team, contributing to the development of corporate strategic plans, goals, and objectives, policies, and annual budgets. Establish strong working relationships and open collaboration with the Management team.
2. Collaborate to develop and execute a corporate strategy for the use of Information Technology and Information Management across the organization. Work with GRCA's senior leadership team to prioritize technology investments and lead the strategic implementation of technology to drive innovation. Develop and implement corporate policies related to technology and intellectual property.
3. Develop guidance and provide leadership in corporate information management ensuring data governance and data integrity, confidentiality, and access by leveraging the effective use of tools such as SharePoint, MS Teams, Office 365, other vendor applications (such as campsite reservation system), cloud services, and internal database and website applications.
4. Provide guidance, direction, mentorship, and support for the staff in the department, to ensure effective delivery of programs and employee development. Promote and practice the GRCA's values in all actions. Ensure compliance with the Ontario Occupational Health & Safety Act and regulations, other employment-related legislation, and GRCA Policies and Procedures.
5. Ensure cybersecurity defences including developing audit procedures, emergency response plans, communication strategy, and staff awareness training.
6. Help develop, implement, and maintain a disaster recovery plan that supports business continuity in case of an event that could disrupt the delivery of information services within the organization.

7. Stay current on industry trends and emerging technologies. Prepare for emerging Artificial Intelligence developments and implement guidelines as appropriate. Identify potential risks associated with digital initiatives and develop mitigation strategies.
8. Coordinate the annual departmental budget with Finance staff and provide input to other departments as relates to technological costs applied to their area of operations. Includes working with the finance department to develop an appropriate departmental chargeback model.
9. Oversee the acquisition and development of technology and business process solutions, including project management of complex technology implementations and writing Request for Proposals and other procurement documents.
10. Ensure information management and business solutions comply with legislative requirements such as MFIPPA, AODA, OHSA, and the Employment Standards Act.
11. Develop relationships with government and other external organizations as applicable for the purpose of sharing information, meeting regulatory requirements, and seeking out innovative solutions to meet corporate needs.

Technical Accountabilities

1. Post-secondary degree in computer science, engineering, or related information technology/ management field. A Master's degree in a relevant discipline is preferred.
2. At least 10 years of relevant experience with a minimum of 6 years of management experience. Prior leadership experience in a public sector organization is preferred.
3. Technical knowledge of network services; support desk management; systems (cyber) security and disaster recovery; corporate software support including accounting systems; reservation, ticketing, and point-of-sale systems; payment transaction processing; database administration; website and application hosting; and unified communications and video conferencing.
4. Technical awareness of GIS tools and databases; custom website development; reporting tools for environmental and financial data; and hydrometric data collection, storage, and use.
5. Knowledge of Conservation Authorities' roles and responsibilities.
6. Demonstrated organizational, leadership, and team-building skills. Experience managing staff in a unionized environment is considered an asset. Strong collaboration skills on cross-departmental teams, and with external agencies, other partners, and third parties as applicable.
7. Strong strategic thinking skills in combination with strong research, analytical and problem-solving abilities and demonstrated experience in preparing and managing budgets.
8. Proven ability to interact effectively with other senior managers and contribute significantly to the strategic decision-making process of a senior leadership team.
9. A deep understanding of the principles of data governance including data policies, data quality processes and procedures, data stewardship/custodianship, risk management techniques including metadata documentation, and regulatory compliance.
10. Demonstrated ability to lead in the areas of digital services and adoption of digital strategies.
11. Proven ability to manage an array of competing priorities, budget constraints, and limited staffing resources. Excellent project management skills.
12. Excellent written communication skills with demonstrated ability to prepare correspondence, technical reports, board reports and other documents. Experience with proposal writing, policy development, procurement, and contract administration.
13. Strong verbal communication skills with experience presenting information and making recommendations to boards, councils, or committees. Demonstrated ability to communicate effectively with a broad range of stakeholders.
14. Solid understanding of workplace legislation including but not limited to the Employment Standards Act, WSIA, Occupational Health and Safety Act, Ontario Human Rights Code, and AODA.
15. Valid driver's license.

Competencies and Abilities:

Professional Judgement – Demonstrated ability in the area of critical thinking, analysis and assessment of implications, making connections of underlying issues and the ownership of the outcome. Sound judgement resulting in fair, efficient and effective decision making, bringing clarity and resolution to complex and ambiguous situations. Ability to carry out skillful negotiations and interest based conflict resolution. Appropriately balances the needs and desires of various internal stakeholders. Ensures good value for money in all work performed by or on behalf of the GRCA.

Integrity/Ethics - Willingness to hold oneself and others accountable for acting in ways that are consistent with stated values, principles, and professional standards. Maintaining impartiality, objectivity and fairness when dealing with employees, consultants, contractors, stakeholders, and other agencies.

Goal /Action Oriented - Effective problem solving, collaboration, negotiation and facilitation skills. Develops department goals that align with and support the strategic plan and implements short and long range goals and objectives. Does not shy away from challenges and seldom gives up, especially in the face of resistance, setbacks, or change. Seizes opportunities; takes initiative and is self-motivated. Organizes work, plans activities, and sets priorities in a manner that meets competing needs and timely resolution of matters. Maintains high level of productivity and self-direction. Demonstrated experience in Project Management with the ability to work under pressure and handle multiple tasks simultaneously with changing or competing priorities. Achieving high standards of performance from others is important.

Team Work – Interacts with people respectfully and effectively. Able and willing to share and receive information. The ability to gather facts and pertinent information to gain an understanding before drawing conclusions, taking actions, or resolving conflict. Active listening and comprehension of verbal and non-verbal signals are required to enhance understanding. Demonstrated ability to build relationships and alliances with peers, agency and community partners, and staff. Demonstrated leadership skills and qualities, including the ability to attract, retain, develop, and mentor staff. Proven track record of aligning staff with strategic goals through team building, coaching, mentoring, and communicating. Exceptional internal communication skills are required for staff relations and working with other internal teams to achieve mutually beneficial outcomes.

Customer Focus – Dedicated to meeting the expectations and requirements of internal customers. Develops and maintains effective relationships and ensures good communications with other staff, external stakeholders, consultants, contractors, and other agencies. Works in close collaboration with the Management Committee and keeps them apprised of relevant information and significant issues in a timely fashion. Demonstrated ability to build ongoing working relationships.

The GRCA strives to provide a collaborative and respectful work environment. We value the health and well being of our employees and prioritizes Health and Safety in our workplace. We offer a comprehensive benefits package including health, dental, vision care, life and disability insurance; Participation in the OMERS defined benefit pension plan, with generous employer-matching and a pass for free entry into GRCA conservation areas.

The annual salary range for this position is Job Level L \$112,600.72 to \$136,995.99 working 35 hours per week.

Deadline for Applications: 4:00pm January 8, 2024

Approximate Start Date: February 2024

To Apply: Please send a resume and covering letter to careers@grandriver.ca in MS Word or PDF format and quote **“Manager of Digital Information and Innovation”** in the subject line.

We thank you for your interest, however only candidates under consideration will be contacted.

GRCA is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments. If you require any accessibility accommodations at any point during the application and hiring process, please contact us. Any information received relating to accommodation will be addressed confidentially.

Pursuant to section 29(2) of the Municipal Freedom of Information and Protection of Individual Privacy Act R.S.O. 1990, C. M.56 the personal information contained on this form is collected under the legal authority of the Conservation Authorities Act, R.S.O. 1990, chapter C.27 and is used for recruitment purposes. Questions about the collection of personal information should be directed to the Manager of Human Resources, Grand River Conservation Authority, PO Box 729, 400 Clyde Road, Cambridge, Ontario N1R 5W6. 519-621-2761.