



**Internal/External Job Posting**  
**Regular Full Time Non-Union Position**

Date of posting: October 23, 2020

**Manager of Information Management, Technology and Business Solutions**

The 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 km, the Grand River watershed has a population of almost one million people in 39 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 key member of the senior leadership team at the Grand River Conservation Authority, the role of the *Manager of Information Management, Technology and Business Solutions* is to align information management and information technology initiatives with GRCA business goals and provide leadership in applying technology solutions to drive business innovation.

**Specific Accountabilities**

1. **Leadership:** Provide direction, leadership and management and general supervision to a team of Information Technology, Information Management, Geomatics and Business Solutions specialists. Provide guidance, direction, mentorship and support for the Supervisors and staff in the department, to ensure effective delivery of programs and employee development and to foster a collaborative, customer service culture. Supervise staff and ensure compliance with all health and safety requirements. Work with GRCA's Senior Leadership Team to prioritize technology investments. Lead in leveraging technology to drive innovation. Assist senior leadership to meet organizational goals and priorities. Lead the development and implementation of corporate policies related to technology and intellectual property. Participate in developing GRCA's Strategic Plan. Develop long range technology plans and budget required to support GRCA's Strategic Plan. Promote and practice the GRCA's values in all actions.
2. **Business Solutions:** Guide the acquisition and/or the development of business solutions to address the organization's needs. Lead the integration of disparate systems to solve business problems and increase internal efficiencies by optimizing their strategic benefits. Work with Senior Leadership to develop and implement the corporate online services strategy.
3. **Information Management:** Oversee and guide GRCA's information management initiatives. Ensure effective management and use of the organization's data assets. Oversee development and implementation of GRCA's data governance and data policies; data quality processes and procedures; risk management and risk mitigation techniques; regulatory compliance solutions; and data stewardship strategy. Lead the development of GRCA's Open Data initiative.
4. **Information Technology:** Provide direction in the acquisition, deployment, management, and maintenance of GRCA's Information Technology and Communications infrastructure. Direct the evaluation, selection, acquisition and implementation and maintenance of new computer and communications technology and information systems. Oversee the development, implementation, maintenance, and administration of the corporate computer disaster recovery plan. Oversee the development and deployment of corporate data protection and cyber security strategies.



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5. **Partnerships:** Develop effective partnerships and business relationships with all levels of government, agencies, private sector, and others with respect to technology, data sharing, application development and innovative solutions to meet corporate goals.

**Technical Accountabilities**

1. Post-secondary degree in computer science, engineering, or related information technology/management field. Masters Degree in business administration or equivalent is an asset.
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. Knowledge of Conservation Authorities' roles and responsibilities.
4. 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, external agencies, other partners and third parties as applicable.
5. Strong strategic thinking skills in combination with strong research, analytical and problem-solving abilities and demonstrated experience in preparing and managing budgets.
6. Proven ability to interact effectively with other senior managers and contribute significantly to the strategic decision-making process of a senior leadership team.
7. 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.
8. Demonstrated ability to lead in the areas of digital services and adoption of digital strategies.
9. Proven ability to manage an array of competing priorities, budget constraints and limited staffing resources. Excellent project management skills.
10. 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.
11. 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.
12. 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.
13. 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.



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**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.

GRCA offers a comprehensive benefits package including health, dental, vision care, life and disability insurance; membership in the OMERS pension plan and a pass for free entry into GRCA conservation areas.

**Approximate Start Date: December 2020/January 2021**

Salary range for this position is \$106,108 to \$129,097 (2020 rates)

Hours of work: 35 hours per week

**To Apply:** If you would like to be considered for this exciting and impactful career opportunity, please send a resume and cover letter to [careers@grandriver.ca](mailto:careers@grandriver.ca) in MS Word or PDF format and quote “*Manager of Information Management, Technology and Business Solutions*” in the subject line.

**Deadline for Applications: 4:00pm Monday November 9, 2020**

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

*Accessibility accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.*

*Personal information collected in relation to the recruitment process is collected under the authority outlined in the Municipal Freedom of Information and Protection of Privacy Act and used solely to determine eligibility for employment with the Grand River Conservation Authority*