



Director – Information Technology
Full time Permanent (38.75 hours/week)

Calgary Health Foundation is a philanthropic organization established in 1996 to unite donors, hospitals, health care providers and community partners with the ambitious aim of revolutionizing health outcomes. Together, we continue to transform lives by establishing extraordinary health programs — early stroke intervention, a world class urology clinic and brain institute, precision neonatal care and advanced trauma centres. Through collaboration, unrelenting persistence and a sharp focus on care, wellness and research, we are unyielding in our efforts to ensure Calgarians receive the most progressive health care in the world — because our loved ones and yours deserve nothing less.

Calgary Health Foundation’s strategic plan requires the organization to transform into a leader in digital technology to grow their donor base and their contributions, while gaining new levels of efficiency and productivity. This transformation will occur gradually by establishing a robust cloud infrastructure and selecting and implementing business applications that address their growing needs. With a renewed focus on data analytics and robust collaboration and workflow platforms, CHF staff will become more strategic in their donor management efforts, all while reducing administrative costs to fulfill the gift giving cycle.

THE ROLE

As **Director, Information Technology** you will ensure systems/services supporting our fundraising, donor stewardship, partnerships and employees remain highly available, scalable, and secure. You will provide information technology strategies and operational plans that drive technology enablement and innovation within the organization, while ensuring seamless, efficient, and effective delivery of services and operations in the areas of Information Technology (IT) cloud and transitional on premise infrastructure, systems applications, workflow collaboration, information analysis and data security. Reporting to the Chief Financial Officer, you will work closely with the CHF Leadership Team, Alberta Health Services (AHS) and all internal departments to identify, recommend, develop, implement, and support technology solutions that optimize the Foundation’s business functions.

The Director, Information Technology will be well versed in implementing vendor application solutions, managing cloud-based systems, establishing a network architecture, implementing cybersecurity tools and processes, collaboration and document management software, desktop management, and telephony. Experience in managing a complex set of competing priorities and a growing list of vendors using project

management and risk mitigation methods is essential. Finally, being prepared to apply your own technical skills and experience in implementing enterprise-wide systems and software, and experimenting by piloting new methods of work efficiency, will ultimately assist CHF in achieving its strategic goals and objectives.

KEY RESPONSIBILITIES

- Collaborate across the leadership team and with AHS to formulate and deploy long-term strategic plans for acquiring, enabling, and improving efficient and cost-effective information processing and communication technologies.
- Work with CHF's Digital Council on setting the organization's mid- to long-term priorities.
- Plan and manage the installation of new organization-wide systems and applications as identified in the CHF IT Strategic Plan; assist operating departments in planning and managing the installation of new systems and applications for more optimized workflow.
- Engage cross-functional team members to produce high-quality services; establish an IT staffing strategy focused on experience continuity, with a mixture of permanent and contract staff, as required.
- Manage and coordinate the IT work plan; meet with cross-functional staff to identify and resolve problems; develop work activities, projects, and programs; review and evaluate work products, methods, and procedures. Partner with internal and external parties (in particular AHS) to communicate project status, activities, and achievements; oversee administration of vendor, outsourcer, and consultant contracts and service agreements.
- Supervise Systems/Database Administrator
- Develop and manage the IT budget (including OPEX and CAPEX requirements); develop business case justifications and cost/benefit analyses for IT spend and initiatives as required by the leadership team.
- Develop and maintain policies, processes, and procedures aligned with audit, insurance, cyber, and regulatory compliance; use service management and service delivery best practices (i.e. ITIL) to maintain and improve the CHF digital environment.
- Ensure all IT infrastructure and systems are secure, available, reliable, and responsive.
- Establish tests, and maintain outage plans and disaster recovery plans, including data recovery capabilities.

EXPERIENCE, SKILLS AND QUALIFICATIONS

- Bachelor's degree or college diploma in Information Technology, Computer Science, Information Systems, Business Management or Engineering
- Minimum 6-8 years of experience in IT management or Project Delivery with 3+ years of experience in a management role; demonstrated experience and accomplishments in developing, recommending, and influencing decisions

based on a strong fact base, building consensus, and communicating effectively in business (non-technical)

- Experience in leading the implementation of enterprise-wide software, with particular focus on cloud-based systems; strong attention to detail, comprehensive problem solving and troubleshooting skills as it relates to IT system interruption or performance issues.
- Well-developed leadership abilities: able to resolve conflicts and lead a cross-functional, matrixed team; ability to foster effective working relationships at all levels internally and with external partners; excellent communication and presentation skills; the ability to effectively communicate complex technology concepts into accessible business terminology
- Proven analytical and troubleshooting skills; able to work independently and in a cross-functional, matrixed team environment; demonstrated professionalism in dealing with confidential and sensitive issues.
- Experience with Microsoft architectures and working with Microsoft Partners, in particular with SharePoint/Teams, Microsoft365 and Microsoft POWER Platform. Experience with not for profit/charitable software solutions is an asset.
- Industry certification or working towards one of the following PMP, ITIL, CITM is an asset; working knowledge of data security and privacy protection legislation (i.e. PIPA).

WORKING CONDITIONS

- Primarily sedentary office work with long periods of time at a computer
- Occasional travel to various sites around Calgary may be required (i.e. hospitals, events)

APPLICATION INFORMATION

Salary Range: \$100,000 - \$150,000 per year

Please note that all Calgary Health Foundation employees are required to provide proof of full COVID-19 immunization upon hire as a condition of employment.

We thank all applicants for their interest in this role and Calgary Health Foundation; please note that we will only be contacting candidates selected for an interview.

To explore this opportunity further, please send your resume and cover letter, in confidence, no later than July 29, 2022 to:

Rosaline Akinokun
Manager, People Services
rosaline.akinokun@calgaryhealthfoundation.ca