



# SBCI

School Boards' Co-operative Inc.

## Manager, IT Operations

### Organization:

For Ontario school boards that wish to improve efficiencies, decrease their costs, and mitigate the negative impacts of absenteeism, SBCI – a member-owned not-for-profit co-operative – provides expert actuarial, attendance, health and safety, and workers' compensation consulting services. Through our industry-leading knowledge and collaborative approach, we work to make schools safer, healthier, and more productive.

We are currently seeking a qualified candidate to fill the position of Manager of IT Operations.

### Position Summary:

Reporting to the Chief Data and Information Officer, you will be responsible for managing the day-to-day and strategic planning activities of SBCI's Information Technology (IT) Operations Department, ensuring that systems, services, and infrastructure work reliably and securely-

This is a full-time permanent position, working Monday to Friday. Some work may be required outside of business hours and over the weekend to limit impact on the business during working hours. This role will be based at the SBCI office in Markham, with flexibility for hybrid work, requiring regular in-office attendance, a minimum of two days per week, and as required.

### Key Responsibilities:

- Responsible for managing the full scope of SBCI's information technology.
  - Develop and implement network and servers, monitor system stability and performance.
  - Monitor and maintain essential IT operations, including but not limited to: operating systems, security tools, applications, cloud infrastructure - Azure SQL Managed Instance, servers, email systems, laptops, desktops, software, and hardware.
  - Manage and perform upgrades, installations and configurations of hardware and software
  - Track and maintain inventory of hardware, software, and communication devices.
  - For data backup and system security operations (i.e. ensure secure connection to all shared drives/VPN, cloud environment, user authorization, firewall, etc.)
  - Manage aspects of information governance to ensure data is handled, transferred or processed according to legal and company guidelines
  - Ensure security measures, software and best practices are implemented, up to date and monitored to prevent any data breaches.
  - Provide technical support to internal stakeholders – respond to and resolve help desk requests and provide end-user training.
- Research and implement new technologies, techniques, and software tools, as required, to increase efficiencies and quality outcomes.

- Effectively manage the departmental budget.
- Responsible for IT Strategic Plan to ensure the organization is meeting all its current and future needs.
- Information Governance, policy development and disaster planning.
- Responsible for developing and managing a file and folder structure for optimal user ease and to ensure security groups are well managed.
- Responsible for maintaining IT security/cyber security best practices and adherence.
- Manage and collaborate with a third-party IT consultant and vendor.
- Work directly with internal stakeholders to meet and exceed business and end-user needs.

### **Key Skills and Experience:**

- Post-secondary certificate in Computer Science or related field.
- A minimum of 5-7 years experience in the IT field. Prior IT management experience would be a significant asset.
- Knowledge and experience with the following:
  - Network administration
  - Physical and virtual Servers
  - Cloud infrastructure (Azure SQL Managed Instance)
  - Business Intelligence programs (preferably, Power BI)
- The ability to understand the business's strategic vision and translate them into department strategies and processes.
- Strong ability to lead and manage many projects, and timelines, while working with all departments in the organization.
- Work collaboratively with internal and external stakeholders; skilled at managing stakeholder expectations.
- Experience in budget management is necessary.
- Excellent decision making and problem-solving skills
- Experience in providing end-user training.
- Excellent oral and written communication skills.
- Bilingual skills (English/French) would be considered an asset but is not required.
- Ability to work effectively in a team environment and independently.
- Must be able to maintain positive working relationships with others, both internally and externally;
- Highly Motivated, energetic, organized, reliable, and self-starter.
- Ability to embrace change with positivity and enthusiasm.

Candidates are welcome to apply by submitting a cover letter and resume by e-mail to [careers@sbcj.org](mailto:careers@sbcj.org).

This position will be open until filled.

The annual salary range for this position is \$86,369 – 101,628

We offer our employees:

- Competitive compensation and benefits package
- OMERS pension plan (matched by employer)

- An inclusive, team-oriented culture
- Team, group and organization-wide activities (virtual and in-person)
- Flexible hybrid work with home office/remote work opportunities available (role dependant)
- Reduced summer work hours
- Continued professional development opportunities and tuition assistance
- Peer-to-peer Recognition Program
- Wellness programming
- Employee Assistance (and Family) Programs (EAP/EAFP)
- Physical activity tracker program and challenges
- Paid time off (Vacation, Sick, Personal days, and bereavement)
- We strive to provide more work/life balance

Aspects of the interview process will be completed virtually.

SBCI is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment. Reasonable accommodations are available upon request for all candidates taking part in all aspects of the recruitment and selection process.