



Classification: Band 3	Position: New
Reports to: Chief Information Officer	Location: Victoria
Organization: Office of the Ombudsperson	Section: Corporate Shared Services

Job Overview:

The Manager is a member of the Corporate Shared Services (CSS) information management and information technology (IM/IT) team that supports four independent offices of the Legislature (Office of the Merit Commissioner, Office of the Police Complaint Commissioner, Office of the Information and Privacy Commissioner, Office of the Ombudsperson). The position is responsible for managing, planning and organizing the operational delivery of IM/IT services and managing a team of IM/IT professionals in a complex environment. Specific responsibilities include acting as the Privacy Officer for the CSS organization and monitoring services to ensure a stable IT infrastructure/services.

Accountabilities:

- Manages the financial, human, and contracted resources for the applicable IM/IT projects and services effectively and economically in accordance with our client offices' requirements.
- Supervises staff including assignment of work, development and evaluation of performance plans, approval of leave and initiation of discipline processes.
- Defines the scope of IM/IT projects, establishes deliverables and milestones, assesses risk, determines measures for success, and manages and allocates project resources.
- Leads the development, evolution and support of application architecture, application development methodologies, and associated technology infrastructure and technical standards.
- Develops and implements multi-year technology and service roadmaps, plans and strategies that supports client offices' long-term visions.
- Develops IM/IT performance standards and service levels and ensures they are maintained.
- Conducts security, threat and risk assessments for new systems and major changes to existing systems.
- As the Privacy Officer, conducts privacy impact assessments for IM/IT projects and major updates.
- Leads problem resolution and preventative maintenance of corporate software and infrastructure.
- Develops and delivers IM/IT/privacy training to employees and leaders within the client offices.
- Leads technical projects to revise the infrastructure for corporate applications.

- Provides direction, technical expertise and advice to systems professionals supporting corporate applications and infrastructure.
- Seeks advice from experts within or external to government on issues related to accelerating modernization and digital service delivery.
- Acquires in-depth knowledge in methods for accelerating modernization, including migration of infrastructure to the cloud, Azure and Microsoft 365, to deliver on diverse clients' service needs.

Qualifications and Competencies:

Education and Experience:

- Diploma in a related field (e.g., Computer Science, Information Technology, etc.)
- Minimum 2 years' experience managing/supervising staff and providing technical advice to work teams.
- Experience in the creation of Privacy Impact and Security Threat and Risk Assessments.
- Experience developing and maintaining working relationships and resolving problems with multiple internal and external stakeholders.
- An equivalent combination of education and experience may be considered.
- Successful completion of security screening requirements of the BC Public Service, which may include a criminal records check, and/or Criminal Records Review Act (CRRRA) check, and/or enhanced security screening checks as required by the ministry (Note: It is important that you read the job posting carefully to understand the specific security screening requirements pertaining to the position).

Preference may be given to:

- Applicants with a degree in a related field (e.g., Computer Science, Information Technology, etc.)
- More than two years managing/supervising staff and providing technical advice to work teams.
- Applicants who self-identify as First Nations, Métis, Inuit and/ or are Indigenous, Black or racialized, women, 2SLGBTQ+, people with diverse gender identities or expressions, and/or people with disabilities.

Knowledge, Skills and Abilities:

- Knowledge of and experience with network and server maintenance.
- Knowledge of data security and data management.
- Knowledge of security and privacy issues of government and the broader public sector and how they relate to business requirements and privacy regulations.
- Understanding of the role of the Independent Offices of the Legislature in relation to core government ministries and the corporate information technology area of the BC Government.
- Facilitation skills and the ability to present technical information in a way that can be understood by non-subject matter experts.
- Ability to develop IM/IT project plans including project deliverables and measures for success.
- Ability to demonstrate commitment to diversity, equity, inclusion, reconciliation, and accessibility and contribute to fostering inclusion in the Office.

Indigenous Relations Behavioural Competencies:

The Indigenous relations behavioural competencies help the BC Public Service improve our individual and collective abilities to work effectively with the Indigenous peoples of B.C. The successful applicant will demonstrate experience and/or thinking, attitude, approach and behaviours illustrating potential with respect to the following Indigenous relations behavioural competencies:

- **Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview, and the culture of the BC Public Service, and to notice their commonalities, and distinctions with Indigenous cultures, and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.
- **Sustained Learning and Development** means continually increasing your ability to build and maintain respectful and effective relationships with Indigenous peoples. Central to this competency is appreciating that there are many other cultural understandings of knowledge and ways of working that have legitimacy and deserve respect – and therefore require our continual learning and development, including direct exposure to cultural and community ways. It includes an eagerness to continually reflect upon and assess your own level of cultural agility and competence, self-awareness and expertise. It means being willing to learn in new and different ways and appreciating how diverse ways of thinking and acting can ensure the success of the BC Public Service in supporting Indigenous self-determination.
- **Self-Discovery and Awareness** means understanding one's thoughts, feelings, values, and background and how they impact the success of the interaction and relationship, or how they may influence one's work. It is recognizing one's own biases by tracing them to their origins, through reflection and by noticing one's own behaviour—and then intentionally seeking a way forward that positively impacts the interaction and relationship. It means maintaining new ways of thinking and acting when situations become difficult or uncertain, or in times of urgency.

[Learn more about the Indigenous relations behavioural competencies.](#)

Behavioural Competencies:

Behavioural competencies describe the essential skills and attributes expected of all BC Public Service employees. The successful applicant will demonstrate experience, knowledge and/or ability with respect to the following behavioural competencies:

- **Holding People Accountable** involves setting high standards of performance and holding team members, other government jurisdictions, outside contractors, industry agencies, etc., accountable for results and actions.
- **Communicating effectively** involves good presentation skills (verbal and written), careful listening, problem framing and use of presentation technologies.

- **Leadership** implies a desire to lead others, including diverse teams. Leadership is generally, but not always, demonstrated from a position of formal authority. The "team" here should be understood broadly as any group with which the person interacts regularly.
- **Managing Organizational Resources** is the ability to understand and effectively manage organizational resources (e.g. People, materials, assets, budgets). This is demonstrated through measurement, planning and control of resources to maximize results. It requires an evaluation of qualitative (e.g., client satisfaction) and quantitative (e.g., service costs) needs.
- **Teamwork and Cooperation** is the ability to work cooperatively within diverse teams, work groups and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Service orientation** implies a desire to identify and serve customers/clients, who may include the public, coworkers, other branches/divisions, other ministries/agencies, other government organizations and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

[Learn more about behavioural competencies for all staff in the BC Public Service.](#)

BC Ombudsperson - BC's Independent Voice for Fairness

<http://www.bcombudsperson.ca/>

Office of the Merit Commissioner - <http://www.meritcomm.bc.ca/>

Office of the Police Complaint Commissioner - <https://www.opcc.bc.ca/>

Office of Information and Privacy Commissioner - <http://www.oipc.bc.ca/>