JOB DESCRIPTION
DIRECTOR, INFORMATION MANAGEMENT AND INFORMATION TECHNOLOGY
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Classification: **Band 4**
Position Number: **00099028**
Supervisor title: **Executive Director, Corporate Services and CFO (EDCS)**

WHO WE ARE

The Representative for Children and Youth (RCY), an independent and non-partisan officer of the B.C. Legislature, works to influence positive change to B.C.'s child-, youth- and young adult-serving systems. Working under the authority of the _Representative for Children and Youth Act_ and _Regulations_, the Representative's Office provides advocacy support to people dealing with the service system and advocates directly on behalf of children, youth and young adults, monitors and reviews government services for children and youth and reviews and sometimes investigates deaths and critical injuries of children and youth who are receiving services.

We aspire to a legacy where children, youth, young adults and families served by the child and family serving systems receive **timely, appropriate and compassionate support and services** that they need, when they need it. We dream of a Province where all children and families thrive and where experiences of **stigma, shame, judgment and racism** have been eliminated.

RCY is committed to being a more culturally aware and agile organization, integrating Indigenous ways of knowing and being into our daily practice, and ensuring that our work highlights concerns and bright spots. We are guided by value-based teachings from RCY Indigenous cultural advisors and aim to conduct ourselves in ways that foster and uphold relationships, respect, reciprocity, relevance, responsibility and repair or restoration. We are committed to the principles of cultural safety, anti-racism, trauma-awareness and understanding broader systems complexity. As Nations and communities work towards resumption of jurisdiction, RCY is committed to being of service and supporting those on their journey in ways that they define.

Reporting to the Executive Director, Corporate Services and CFO (EDCS), the Director, Information Management and Information Technology (IM/IT) provides expertise and advice for RCY's strategic plans and initiatives and directs the development of IM/IT solutions, ensuring successful delivery of IM/IT products and services. The Director is expected to foster innovation and embrace a culture of continuous improvement through active engagement with colleagues and effective problem-solving. This position leads RCY's data and information technology service teams, and manages the design, development and implementation of RCY's data management and information technology infrastructure, and information security

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November 8, 2024

framework. Leading a small team, the Director is responsible for a wide range of accountabilities requiring adaptability, flexibility and collaborative skills.

The Director acts as the Chief Information Officer (CIO), Office Privacy Officer, Information Security Officer and Data Custodian.

ACCOUNTABILITIES

Strategy and management
- Represents RCY on cross-government information management, privacy, security and information technology issues and policy development, often requiring coordination of a variety of activities with officials of ministries and central agencies.
- Contributes to the development and oversees execution of information technology and data and information management strategic plans.
- Prepares short and long-term business plans to guide operational changes that enhance efficiency and effectiveness, reduce costs and achieve business outcomes.
- Provides specialist advice and recommendations to the senior leadership on emerging IM/IT issues, legislation, regulation, policies, standards, tools, and strong practices.
- Provides guidance to the EDCS and the Executive team regarding information technology and information management policies, procedures and practices to align with business priorities and goals.
- Provides direction and oversight/administration for information security, information privacy, electronic services, business architecture, line of business applications, information technology infrastructure, disaster recovery, and business continuity plans.
- Identifies contract requirements for projects, negotiates contracts, monitors performance and authorizes payment.
- Fosters and maintains a broad range of internal and external relationships to support organizational and program objectives.
- Supervises staff including assignment of work, development and evaluation of performance plans, approval of leave, and initiation of disciplinary processes.
- Exercises spending authority as allocated.
- Acts as the second after-hours security contact for RCY's Victoria office.

Information management
- Responsible for agile IM development and continuous improvement support across all RCY functions to assess performance, effectiveness and efficiency.
- Acts as RCY's Data Custodian, which includes overseeing the management of RCY data throughout its lifecycle, in accordance with BC Government data management principles, policies and guidelines, and ensures that it is appropriately collected, discoverable, understandable, accessible and useful.
- Leads the development, implementation and monitoring of RCY's data management strategy and framework, ensuring alignment with public service data management frameworks, standards and infrastructures.

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- Acts as the Privacy Officer responsible for privacy training, management and accountability policies, and serves as the primary contact for privacy-related questions and issues including information breaches.
- Acts as the Information Security Officer (ISO) and is the single point of contact for information security issues and related concerns for RCY.
- Manges the design, development and implementation of an organizational information security framework. This role provides a single point of contact for security issues and related concerns and investigates security breaches.

Information technology
- Directs the development, implementation and administration of IM/IT related policies, procedures, standards, and quality assurance measures.
- Ensures information, application and technology architectures and strategies are consistent with corporate government practices and represent best possible scenarios for the ongoing use of information technology.
- Leads the development and maintenance of technical and operational facets of line of business applications.
- Manages information technology budgets.

JOB REQUIREMENTS

Education and Experience
- Degree in information technology, computer science, data science, public administration or business administration.
- Ten years of related experience* in progressively responsible roles.
- An equivalent combination of education and experience may be considered.

*Related experience may include:
- Strategic planning, business transformation and change management projects in a data management or information systems branch.
- Previous experience in the field of information management and data analytics.
- Leading, developing and implementing information and data management solutions in a complex systems environment.
- Supporting the technical infrastructure needed for systemic research including design, maintenance, and use of large databases.
- Working in a highly outsourced IT environment.
- Hiring and developing professional and technical staff.

Knowledge, Skills & Abilities
- Knowledge of security and privacy issues in government and the broader public sector and how they relate to business requirements and privacy regulations.

- Knowledge of change management process and project management methodologies, including agile development.
- Knowledge of architecture development processes, information management technologies and security foundations.
- Knowledge of application design and development life cycle.
- Ability to respond to issues in a quick and professional manner.
- Ability to manage a workload including tasks of varying complexity to manage day-to-day IT needs for RCY staff distributed throughout B.C.
- Ability to manage financial resources to achieve organizational goals and objectives.
- Excellent writing and editing skills, computer skills and verbal communication skills.
- Excellent interpersonal skills to interact successfully with technical and non-technical staff, including senior Executive personnel, vendors and consultants to gather requirements and identify issues.
- A strong team player with a deep understanding of how to work with content specialists.
- Sound project and process management skills.

Please review the job posting on [RCY's careers page](#) for details regarding preferences and other specific requirements for this position.

COMPETENCIES

RCY Competencies

Cultural Agility is the ability to work respectfully, knowledgeably and effectively with Indigenous people and people of all cultures. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all.

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.

Building a trust-based relationship requires a fundamental understanding that "relationship" is the foundation from which all activities happen and that building a good relationship takes time and commitment. It is a willingness to build a personal relationship in addition to a professional one, participating in open exchanges of experiences and culture. It requires a genuine, non-controlling approach and relies upon demonstrated integrity and transparency.

Position Specific Competencies

Designing strategy and structure involves knowledge and skills in the analysis of the environment, size of the organization, strategy and use of technology.

Strategic Orientation is the ability to link long-range visions and concepts to daily work, ranging from a simple understanding to a sophisticated awareness of the impact of the world at large on strategies and on choices.

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.

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.

For more information on competencies and to see the detail for each one, see:
BC Public Service competency resource page
Indigenous relations behavioural competencies