



JOB POSTING: Manager, Information Technology

File #: 18-580	Status: Full Time	Posting Period: OPEN
Work Location: Providence Care Hospital	Employee Group: Non-Union	Wage Rate: \$88,820.55 - \$104,494.65 Annually

Position Summary:

The role of the Manager, Information Technology is to ensure ongoing management of the day-to-day operations related to Information Technology functions including network, servers, PCs, PC software, peripherals, telecommunications, clinical and business applications, and the resources that maintain and support those functions. The Manager will also ensure that leading edge practices are applied in change management practices and the planning, management and execution of all technology related projects. The Manager will provide leadership and oversight for the departments to ensure there is adequate ongoing support and maintenance for all information technology utilized within the organization including managing system lifecycles including upgrades and enhancements and will have administrative accountabilities including human resources, financial, and reporting.

Education & Experience:	Key Knowledge, Skills & Abilities:
<p>Bachelor Degree in Computer Science; OR, Business Administration; OR, Health Administration; OR, Informatics, or related field</p> <p>ITIL Certification preferred</p> <p>Project Management Professional certification, an asset</p> <p>Minimum of ten 10 years of progressively responsible experience in a complex Information Technology environment</p> <p>Three (3) years of experience in information technology and information services in an acute or sub-acute healthcare setting</p> <p>Minimum five years of data centre and network infrastructure experience</p>	<ul style="list-style-type: none"> ▪ Comprehensive knowledge of and applicable experience managing clinical and business systems in a healthcare setting ▪ Comprehensive knowledge of and applicable experience managing data centre and network systems in a healthcare setting ▪ Comprehensive knowledge of and applicable experience managing helpdesk functions in a healthcare setting ▪ Comprehensive knowledge of and applicable experience managing peripherals in a healthcare setting ▪ Experience leading vendor management and contract negotiations ▪ Project management experience as it relates to IT infrastructure projects ▪ Comprehensive knowledge of and applicable experience managing device deployment and maintenance strategies in a healthcare setting ▪ Excellent technical knowledge and aptitude in the areas of networks, network topologies, PC workstations (configuration and connectivity), network file servers, applicable software, and telecommunications ▪ Strong knowledge and understanding of business needs, with the ability to establish and maintain a high level of customer trust and confidence, manage client expectations and relationships ▪ Demonstrated excellence in interpersonal, written and verbal communication skills including, ability to demonstrate tact and diplomacy with varied groups of stakeholders, understand their information expectations and to evaluate whether or not departmental products and services are meeting those needs; ability to present and explain technical information and conceptualize creative solutions in a way that established rapport, persuades others, and gains understanding ▪ Advanced level proficiency using word processing, communications/scheduling and spreadsheet applications, Microsoft Windows Office suite (including Outlook, Word and Excel) required ▪ Demonstrated effectiveness in budget management and accountability ▪ Demonstrated effectiveness with managing and mentoring staff to achieve desired performance outcomes ▪ Demonstrated understanding and commitment to health and safety policies, procedures and applicable legislation ▪ Demonstrated person-centred attitude and commitment to the Mission, Vision, Values and strategic directions of Providence Care

Please send your updated resume and cover letter in one document, quoting the file number in the subject line to: work@providencecare.ca.

Contact Tim Huddle, Human Resources Consultant 613.544.4900 x 53460 for a complete list of duties, responsibilities or inquiries.

We are committed to inclusive and accessible employment practices – Please notify the above if you require an accommodation to fully participate in the hiring process or require recruitment documents in French.