

Position Title: Director, Information Technology

Location: Owen Sound, Ontario.

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The Company: Our client operates six rural hospitals in Ontario and employ over 1,600 staff and 200 physicians.

The Role: Reporting to the Vice President of Information Management & Technology, Chief Information Officer (CIO), the **Director, Information Technology** is responsible for the overall planning, organizing, and execution of all IT functions across the Georgian Bay Information Network (GBIN). This role will lead the establishment, development, plan and implementation of departmental, corporate and partnership goals, objectives, policies and procedures according to Information Technology Infrastructure Library (ITIL) and best practices to manage incidents, problems and change requests; scheduling resources for systems support and maintenance, and providing project management support for multiple concurrent organization(s), LHIN and provincial projects.

The Director analyses the needs of different departments and determines ways to meet business objectives by modifying existing or developing new information processing systems. The Director will ensure a culture of customer-centric strategies and leverage technologies, which optimize the cost effectiveness and reliability of resources are the focus of the department. Furthermore, the Director, Information Technology will ensure the streamlined operation of the IT Department in alignment with the business and strategic objectives of the organization(s) within the Georgian Bay Information Network partnership; Grey Bruce Health Services, Hanover and District Hospital, Orillia Soldiers Memorial Hospital, Muskoka Algonquin Healthcare and South Bruce Grey Health Centre (SBGHC).

Qualifications, Skills, and Abilities:

- University degree in Information Technology, Computer Sciences or a related discipline.
- Masters Degree an asset.
- Three to seven (3-7) years of experience managing customer service programs in an information technology environment, including two years of direct supervisory experience.
- Minimum 5 years of experience leading and managing continuous technical client services support including Operations and Development support.
- Project Management experience.
- Experience integrating and leveraging ITIL best practices in customer service frameworks and principles.
- Strong experience with various Microsoft platforms.
- Experience designing, implementing and upgrading ticketing systems Knowledge of building, implementing and maintaining servers and virtualization technologies including Citrix, Hyper-V and VMWare.
- Experience with disaster recovery, scripting, patching and applying upgrades to ensure optimal performance of all client services systems and applications.
- Demonstrated leadership ability to co-ordinate, plan, implement and evaluate programs for customer service satisfaction.
- Ability to incorporate the organization's core competencies into day-to-day operations including customer service, communication, teamwork, initiative/self-management, accountability and flexibility/adaptability.
- Proven management competencies including being results/achievement focused; experienced in human resources management, leadership, financial management, business planning and decision making/judgement; demonstrates professionalism and job knowledge.
- Demonstrated project management, leadership, mediation, investigative, report writing/editing, research and presentation skills.

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- Computer literacy in applicable Microsoft Office applications, including Word, Access, Excel, Outlook, PowerPoint and internet.
- Ability to work independently to develop, coordinate and maintain customer service policy, procedures and manuals.
- Ability to exercise appropriate judgement and discretion in dealing with confidential and/or potentially controversial information.
- Ability to think strategically and to translate high-level strategic plans into workable tactical solutions.
- Ability to work outside normal hours as required.



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