

Your Connection to Wildlife

As one of Canada's largest not for profit leaders in wildlife conservation, research, and advocacy, we are seeking to fill the following position...

Director of Operations & IT Infrastructure

Summary

The Director of Operations and IT Infrastructure is responsible for contributing to the successful operation of Canadian Wildlife Federation and providing regular reports on the organization's progress to both the CEO and when required to the Board of Directors. As a member of the Senior Management Team, the Director of Operations and IT Infrastructure shall participate in the development of Canadian Wildlife Federation's priorities and objectives. The Director of Operations and IT Infrastructure is responsible for the strategy, effective planning, organization and operation of information technology (IT), and Operations services and support across the organization. This individual brings a business efficiency and effectiveness focus to oversight of both Operations and IT project coordination, resource management, supervision of staff, as well as communication with the executive team, business unit leaders, and end users. He/she is also responsible for IT and operational strategic and tactical planning, as well as identifying, selecting, and deploying the appropriate technology and resources that will support corporate goals and objectives. Responsibilities include directing all IT and operational activities to meet internal customer requirements as well as the support and maintenance of existing applications and development of new technical solutions and the supporting operational processes.

The primary goal of this position is for the Director of Operations and IT Infrastructure is not only to plan, and manage the respective responsibilities but to integrate the Operations and IT with processes and technology to optimize organizational services and efficiencies.

Core Competencies

- Creative and Innovative Thinking
- Leadership
- Result Focus
- Communication
- Staff Management
- Policy and procedure development
- Enforcing Laws, Rules and Regulations
- Mathematical Reasoning
- Development and Continual Learning
- Team Work
- Quality Orientation
- Time Management
- Adaptability/ Flexibility
- Decision Making and Judgement
- Planning and Organizing
- Problem Solving
- Accountability and Dependability
- Ethics and Integrity
- Mediating and Negotiating
- Providing Consultation
- Coaching and Mentoring

Job Duties

IT Infrastructure Job Duties

- Approve all business requirements prior to the technical solution.
- Lead on all hardware and software evaluations and maintain vendor contracts.
- Represent the IT function at internal client review meetings when appropriate.
- Analyze complex business needs presented by the user community and/or clients and recommends technical solutions
- Ensure the consistency and maintainability of existing applications by creating, maintaining, and enforcing standards/procedures for implementing technical solutions.
- Produce a detailed timeline for each application release and implement effective project control by monitoring the progress of the software release and reporting the status.
- Direct education programs for her/his staff.
- Perform liaison duties between users, operations, and programming personnel in the areas of systems design, modifications or trouble shooting.
- Perform salary administration, conduct interviews and make decisions on new hires, consultants and/or replacement personnel.
- Manage support for all hardware and software problems reported, documenting problems and solutions as required.
- Manage new installations and updates for all IT equipment, including desktops, laptops, printers, etc.
- Manage training to end users on both hardware and applicable software.
- Identify opportunities and recommend solutions that will enhance or improve current business processes.
- Manage coordination for the IT Services group, in their day-to-day responsibilities.
- Manage the Support and ensure operating viability of LAN (Local Area Network) for all hours of operation; routinely tune system for optimum performance.
- Manage IT for software, hardware and network installs, re-installs, upgrades, moves, changes and relocations are made when necessary and as required.
- Assist on projects or special initiatives as assigned.
- Plan, develop, and manage all IT services, programs, and support throughout the enterprise.
- Develop with the executive team the direction and facilitation of IT strategic and tactical planning for the creation of efficiency and integration.
- Research, design, and implement the appropriate technologies to support and improve corporate communications, access to information, and end-user productivity.
- Oversee project management for IT-related undertakings, including clear capture of business requirements, provision of functional deliverables, milestone planning, and project post mortems.
- Liaise with vendors and service providers to ensure efficient and cost-effective acquisition of technology purchases; oversee warranties and service agreements.
- Stay informed on new or emerging trends and technologies that provide clear benefits to the organization, business partners, and/or customers.
- Create status reports as required as defined by the executive team.
- Prepare and Manage all IT infrastructure budgeting

Operation Job Duties

- Assess operational issues in regards to industry trends, organizational competitiveness, staying current in terms of innovations to ensure top CWF performance.
- Carry out feasibility studies/business plans for product or service improvement.
- Participate in developing a process to gather continuous feedback from internal clients
- Participate in executive team meetings.
- Oversee and manage all attributes of Data processing, management and logistics.
- Ensure the office facilities are in compliance with safety regulations, such as local fire codes, handicap access, other laws.
- Communicate the organizations safety policies in accordance with applicable federal and provincial safety standards and local laws.

- Manage inventory planning personnel to minimize shortages and improve inventory holdings.
- Manage inbound/outbound shipping and receiving.
- Manage and oversee the corporate budget for office and facilities management across the organization.
- Coordinate departmental programs, such as meetings, seminars, workshops, special projects, and events.
- Manage inbound/outbound mail, including priority post, packages, courier services, and other correspondence.
- Manage supplies of CWF equipment, office stationery, general office supplies, and office furniture.
- Provide oversight to management of building security, such as the assignment of keys and alarm codes for approved personnel.
- Negotiate contracts and service level agreements for third party suppliers and/or service providers.
- Managing support to the sales and/or marketing teams by arranging logistics for trade shows and other events.

Requirements

- Minimum Bachelor's degree in computer science and or business analysis, or related field required.
- Minimum Bachelor's degree in, or an acceptable combination of education and relevant experience required.
- Minimum 7 years working experience in the role of Operations and IT.
- Business efficiency and effectiveness focus.
- Possess the following personal qualities: integrity, creativity, high standards, commitment, ethical values, and achievement oriented.
- Excellent organizational, strategic, planning and implementation skills.
- Excellent management writing and verbal communication skills.
- Strong presentation, written, and verbal skills.
- Proven skills to interact effectively with employees in order to direct work flow, assess performance and assign duties.
- Understanding of the industry and area of service.
- Able to create realistic schedules and meet deadlines under stress and interruptions.
- Understanding of financial reports including budgetary guidelines and project expenditures.
- Ability to assign and delegate work, problem solve, answer questions and evaluate results of performance.
- High level of critical and logical thinking, analysis, and/or reasoning to identify underlying principles, reasons, or facts.
- Ability to follow through and complete overlapping projects.
- Strong knowledge of accounting procedures and budget management.
- Knowledge of supplies, equipment, and/or services ordering, as well as inventory control of these items.
- Advanced overall knowledge of networking, operating system, and server architectures.
- Advanced knowledge of Web design/application principles and tools.
- Experience in managing third-party service providers.
- Able to maintain filing systems, databases, and basic diary/minutes management.
- Knowledge of local and federal regulations and ordinances.
- Excellent analytical and problem solving skills.
- Meticulous records maintenance skills.
- Good financial and business awareness.
- Knowledge of collection regulations and fair credit practices.
- Must possess a high level of moral judgment for handling confidential information and monetary transactions.
- Experience in gathering data, compiling the proper information.

Interested and qualified applicants are encouraged to submit their resume to careers@cwfcf.org by February 16, 2018. Please quote position title that you are applying for in the subject line of your email. Only the candidates who meet the qualifications and experience for the position will be contacted for an interview. We thank you for your interest in the Canadian Wildlife Federation.

AODA Statement for Offer of Employment

Canadian Wildlife Federation “CWF” is committed to accessibility and to protecting the human rights of its employees. In support of this aim, CWF has implemented an accommodation process that provides accommodations for employees with disabilities. CWF will accommodate employees with disabilities up to the point of undue hardship.

The accommodation supports available to employees are laid out in our Accommodation Policy. If your acceptance of the terms and conditions of this Offer of Employment necessitates a specific accommodation because of a disability or a medical need, please contact the Human Resources Department. This ensures that the appropriate accommodations are in place before you begin your employment. Do not hesitate to reach out to the Human Resources Department if you require an accommodation related to a disability or a medical condition at any point during your employment with CWF.