

Date: September 23, 2022

Job Titles: Executive Director, Applications and Project Management Office (XM3)
Executive Director, Business Management (XM2)
Executive Director, Client Services and Infrastructure (XM3)
Executive Director, Product Strategy (XM3)
Executive Director, Transformation Projects (XM2)

Division: Digital and Technology Solutions

Department: Manitoba Labour, Consumer Protection and Government Services

Location: Winnipeg, Manitoba

Employment Type: Regular Full Time

Salary: Senior Manager 2 (XM2) \$101,544 - \$115,691

Senior Manager 3 (XM3) \$105,308 - \$125,772

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Introduction

The Department of Labour, Consumer Protection and Government Services (LCPGS) is a newly created and dynamic department that provides services to departments and organization within the Manitoba Public Service, as well as the broader public sector. We value accountability, being client-centric, service excellence, innovation and health and well-being.

The Digital and Technology Solutions (DTS) Division is the Manitoba's central IT team providing information and technology solutions to support government programs and services. DTS is undergoing a transformation centred on collaboration, information and technology leadership, security, and a whole-of-government approach to enable government departments to provide valuable services to citizens and businesses in a financially responsible, efficient, secure and timely manner. We provide the IT products and services used by both the public and the Public Service while ensuring Manitoban's data remains protected and secure. DTS plays a key role in IT investment decisions and has functional accountability for entire life-cycle of Manitoba's IT portfolio, including strategy and roadmap management, implementation, ongoing support, and sun setting. DTS' portfolio of solutions include public facing applications, internal support tools, technology infrastructure, end user equipment and client support services (ITSM help desk). DTS' Executive Management team will play a key role in establishing and fostering the culture necessary to refine and deliver the strategy and IT solutions our clients require to deliver the services Manitoban's need.

Position Overview

Currently DTS is seeking to fill five key senior leadership positions on its Executive Management team that have arisen through retirement, promotion and restructuring:

- Executive Director, Applications Delivery and Support
- Executive Director, Business Management
- Executive Director, Client Services and Infrastructure
- Executive Director, Technology and Product Strategy
- Executive Director, Transformation Projects

Executive Director, Applications Delivery and Support

The Applications Delivery and Support Branch, through its Project Management Office, is accountable for managing the delivery of new applications and application enhancements. The team collaborates with other functional areas of DTS as well as department stakeholders and applies disciplined projects management practices to ensure projects execution supports desired business outcomes while remaining within the predefined constraints and strategies. This branch continues to support the applications throughout the remainder of their lifecycle including application maintenance, administration, configuration, and client second level support.

Executive Director, Business Management

The Business Management Branch is directly responsible for DTS' business operational and day-to-day activities as well as the customer's value proposition. This Branch ensures the Division is operating effectively as a services-based, business oriented and value focused service provider. The Business Management Branch's key is responsible for the Division's financial management, strategic sourcing, talent management, business performance management and the office administration.

Executive Director, Client Services and Infrastructure

The Client Services and Infrastructure Branch is responsible for supporting the design, transformation and growth of service availability and support. This branch continuously enhances the end-to-end customer experience and collaborates with other branches and IT functions to improve service performance, scalability and reliability. This area is responsible for the technology operations centre, change and incident management, and customer first level support functions. This area also supports end-user equipment/devices, enterprise-wide collaboration and productivity tools and well as the critical communications and storage infrastructure.

Executive Director, Technology and Product Strategy

The Technology and Product Strategy Branch is accountable for driving the development of a cohesive technology and product strategy for DTS. The strategy is realized through collaboration with the other branches within DTS. The branch is responsible for setting technology standards and policies, selecting and approving technology, and converting the technology solutions into products and product portfolios including the development of business models and product SLAs. The branch is also responsible leading the Enterprise Architecture and the business relationship management practices.

Executive Director, Transformation Projects

This Branch is responsible for the planning and implementation of projects that are multi-year in nature and that have significant impacts across the Manitoba government. Projects of this scale and complexity often involve stakeholders and impacts to summary government and Crowns. This area delivers on projects that have a whole of government impact that frequently have complex funding, governance and decision making models. Currently this branch is leading Manitoba's ERP/SAP modernization project which will transform government's most critical operating processes for financial, procurement, asset management and HR business functions.

Individuals are asked to identify on their cover letter the role or roles of particular interest from the description listed above.

The Executive Directors will:

- Lead the development of strategic objectives, financial and business plans, and operating principles that are consistent with government direction, department goals and public expectations; evaluate outcomes and ensure all legal and reporting requirements are met
- Direct the management of the human and financial resources for the Branch to deliver on operational and strategic mandates, ensuring the appropriate allocation of resources to maximize efficiency
- Develop relationships with internal, cross department and external stakeholders and lead cross-department and corporate initiatives
- Manage significant and complex vendor contracts including their establishment, ongoing performance management, and relationship management
- Support the Assistant Deputy Minister by providing strategic options, comprehensive policy advice and recommendations using internal and external expertise
- Provide effective briefings and advice to the Senior Leaders and Clients
- Lead the implementation of Manitoba's digital and technology solutions strategy and portfolio by establishing and leading the appropriate governance, transparency, communication plan, and reporting structures to ensure project delivery align with department and government outcomes while innovating and prioritizing to meet schedule and financial constraints
- Build a respectful workplace culture that promotes diversity, learning and continuous improvement
- Coach and mentor the Branch management team and support individual and team development
- Provide leadership and support in addressing organizational resilience

Skills, Knowledge and Abilities

You will be a seasoned senior leader with superior management and strategic leadership abilities grounded in program and service delivery. You will have the ability to foster a culture that is supportive of positive organizational change and innovation.

You will demonstrate the following selection criteria:

- Post-secondary education in Engineering, Computer Science, Business or related field.
- Proven ability as a leader with a commitment to create, support and sustain a diverse environment that enables staff to achieve results and to develop for the future.
- Demonstrated ability to leverage opportunities for innovation, find creative solutions to issues, and successfully manage change.
- Management experience with responsibility for human and financial resources.
- Experience translating strategic priorities into clear operational and business plans, and experience with strategic performance management and measurement systems (e.g. Key Performance Indicators, Balanced Scorecards).
- Strong verbal and written communication skills
- Strong Interpersonal skills including experience managing internal and external stakeholder relationships.
- Political and business acumen demonstrated through experience providing strategic advice to senior leaders on complex topics and sensitive issues.
- Knowledge of effective practices in change management along with hands-on experience leading large scale change initiatives
- Experience managing vendor and contracted partners

In further to the above selection criteria, each Executive Director position has the following additional criteria:

Executive Director, Applications Delivery and Support

- Experience managing business application software development lifecycle.
- Experience in application support, applications development and project management.
- Extensive Experience developing and managing end-to-end project management frameworks.
- Post-secondary education or Project Management Certification is desired.

Executive Director, Business Management

- Strong financial acumen with experience in budgeting and financial management.
- Experience in developing and managing financial governance and processes.

Executive Director, Client Services and Infrastructure

- Extensive experience designing, implementing, and managing enterprise applications, infrastructure and network technologies.
- Experience in managing and developing technology intake/requests processes.
- Experience managing a 24/7 client contact centre is desired.

Executive Director, Technology and Product Strategy

- Extensive experience providing leadership and direction in the design and management of product portfolios, digital and technology roadmaps at an enterprise scale, governance, and policies.
- Extensive experience in designing large scale internal and external facing applications.

Executive Director, Transformation Projects

- Extensive experience providing leadership, direction, and management on large-scale digital and technology projects.

About the Government of Manitoba

The Manitoba government offers rewarding careers to its employees who deliver hundreds of programs and services to the public. The government has a wide variety of departments, reflecting over 700 different types of jobs, located in communities across the province.

We are an employer that has a commitment to integrity, respect, diversity, inclusion and advancing reconciliation. The Manitoba government has a committed, caring and creative workforce that is passionate about contributing to and improving services to our communities and the lives of Manitobans.

Transforming the Manitoba Public Service

It is an exciting time to be a public servant in Manitoba. We are in a period of profound technological, environmental, and socioeconomic change that compels us to evaluate the nature of our work and the essence of our culture.

[Transforming Manitoba Public Service: A Strategy for Action](#) was designed to help the public service move forward in a unified way. Created as a long-term strategy to modernize the public service, it guides the transformation of both the work and the culture of the Manitoba public service.

As part of the senior management team, you will be a leader in creating the conditions necessary to foster a public sector culture for the future.

About Manitoba

The province of Manitoba is home to almost 1.3 million people who have a well-deserved reputation for being among the friendliest in Canada. No matter what your interests are, Manitoba offers everything from Polar Bear expeditions to gallery tours.

Our capital city, Winnipeg, has a population of over 700,000 and is located at the geographic centre of North America. Home to the world renowned Royal Winnipeg Ballet, the Canadian Museum for Human Rights and the NHL's Winnipeg Jets, Winnipeg is one of Canada's most historic and beautiful cities. Offering you four distinct seasons and the highest number of sunlight hours in Canada, you are guaranteed to find the life you're looking for in Manitoba.

Come see for yourself!

