



Where ideas work

**Ministry of Technology, Innovation and Citizens' Services  
Government Chief Information Officer – Victoria, BC**

**Executive career opportunity**

**Consider a leadership role with the Province of British Columbia – join an award winning team committed to visionary thinking and innovative solutions**

The Ministry of Technology, Innovation and Citizens' Services mandate is to grow BC's technology sector; champion innovation; and enable the delivery of accessible, cost-effective services. The mission of the Office of the Government Chief Information Officer (GCIO) is to modernize services for all British Columbians.

The GCIO is a proven leader in IT business transformation and a visionary in organizational change. This position will lead the development of information technology talent within the BC Public Service and establish the direction for government's IT transformation to support citizen's needs and government's business objectives. The accountabilities for this role include championing innovative technology, building vital collaborative connections in the technology industry, and ensuring organizational development aligns with strategic organizational objectives.

The Government Chief Information Officer is a technology trail blazer with a background in successful organizational change management. They have the expertise necessary to translate transformational vision to goals and strategies, and support this change through effective leadership and strong sector relationships. A strong understanding of the challenges inherent in organizational digital transformation is key to this role.

The **BC Public Service** has approximately 26,000 employees, 20 Ministries and 200 different roles in every geographical region of the province. We provide a progressive, professional work environment balanced with a lifestyle that encompasses and endorses diversity, health and career growth.

A detailed role description and complete listing of qualifications is below. An equivalent combination of education and experience may be considered.

To express your interest in this opportunity, please submit your cover letter and resume to [Executive.Recruitment@gov.bc.ca](mailto:Executive.Recruitment@gov.bc.ca) by May 19<sup>th</sup>, 2017. The appointee will be required to consent to a criminal record check. Thank you to all who express interest.

## **Role Profile**

### **Ministry of Technology, Innovation and Citizens' Services Government Chief Information Officer Province of British Columbia**

#### **The Opportunity**

The Province of British Columbia is looking for a bold, visionary individual to lead a digital transformation that will improve and modernize how we use technology to meet the current and future needs of our citizens. This means improved service experiences, operational efficiencies and value for the citizens of BC.

The Government Chief Information Officer (GCIO) leads IT capital investment across core government operations ensuring critical business systems are maintained while introducing innovative improvements designed to meet citizens' expectations and government's business priorities.

Beyond core government operations, the GCIO has a role in strategic planning and joint procurement with the broader public sector. Taken together, the GCIO is a thought leader with the operational reach to deliver innovative change across the public sector.

The GCIO requires an individual with visionary leadership combined with a focus on operational excellence. The GCIO must unite government's strategic objectives with a pragmatic understanding of the art of the possible in digital transformation. Both strategic and tactical, the GCIO will consistently assess new digital technologies designed to improve citizen service delivery and where appropriate, lead their efficient adoption across the public service.

The GCIO must ensure the stability of legacy systems and reduce technical debt, while moving towards digital government by taking advantage of new and scalable technology capabilities.

The GCIO must lead the development of information technology talent across the public service to develop the skills, capabilities and capacities required to operate a digital government today and into the future and continue to foster a culture of innovation inside the BC public service and public sector.

1. Establish a digital strategy for the delivery of government services to citizens at home and on the move and lead its implementation.
2. Recruit new technology talent into the Government of BC as you develop a high performing, collaborative, digital services team.

3. Promote enabling concepts that help Ministries use technology to improve service experiences including data literacy, agile development and user-focused service design.
4. Optimize the investment in technology to deliver secure, stable systems with the capacity to incorporate change over time as the needs of BC citizens evolve.
5. Act as a champion for innovative technology solutions that improve client service, operational effectiveness and financial impact.

## **Corporate Background**

The Province of British Columbia is a recognized leader among public sector organizations in business and technology innovation with a track record of being willing to take new approaches to transforming services for our citizens

With a public service of 26,000 and a provincial population in excess of 4.7 million citizens, BC is right sized – big enough to allow for a sophisticated approach to innovation but not so large as to make change unmanageable.

The BC government is committed to modern service delivery strategies that meet current and future citizens' needs. Our proven track record includes delivering strategies at the forefront of public service innovation. These include open government, a continuous service innovation lab, the BC developers' exchange, and identity management services to name a few. But there is more to be done. Citizens expect government services to be efficient, easy to use, platform agnostic and consistent across program areas and the provincial government is committed to meeting citizen's expectations.

The Ministry of Technology, Innovation and Citizens' Services performs a dynamic role in government to support businesses, citizens, government ministries and broader public sector organizations. The ministry's mandate is to grow British Columbia's technology sector; champion innovation; and enable the delivery of cost-effective, accessible and responsive services.

*Reference:* [Ministry Service Plan](#)

The mission of the Office of the Government Chief Information Officer (GCIO) is to modernize the BC Government's services and workplaces to benefit all British Columbians. Four overarching goals set the direction of the GCIO:

1. *Enable Digital* – citizens can access government information and services at the click of a button – anytime, anywhere, and from any device.
2. *Engaged Workforce* – an engaged, high-performing, collaborative workforce with the skills and tools needed to deliver on government's priorities.
3. *Operational Excellence* – ministries can focus on delivering quality services, because the underlying technology and operations they rely on are secure, stable and adaptable to change.
4. *Maximize Value* – Government meets citizens' diverse and every-changing digital needs by optimizing investment in technology.

In addition, the GCIO has the following accountabilities:

- Sets the vision, goals and direction for government's information technology transformation to support citizens' needs and government's strategic and business objectives;
- Champions innovative technology solutions to resolve business problems;
- As an experienced innovator, interpret and influence government's strategy while leading execution of government's digital transformation.
- Build relationships across the full range of the technology industry built on a deep knowledge of global leading practice and a nuanced understanding of BC's technology ecosystem.
- Ensures the effective operation and management of enterprise IT infrastructure services and corporate applications, including hosting, device management, identity authentication, security, network, telecommunications, architecture and standards. Ensures oversight of multiple alternative service delivery and outsourcing agreements;
- Ensures organizational resources and talent are sufficient to meet business requirements. Ensure staff development of critical competencies is in line with strategic organizational objectives.
- Ensures we build and enhance our culture of employee engagement and citizen accountability.
- Ensures sound financial management including budgeting, forecasting, managing to budget, and adhering to financial policies and directives.

Organizationally, the GCIO is currently responsible for the following operational units:

- *Office of the Government Chief Information Officer* – leadership in promoting and guiding the management of government technology as a strategic business asset, and supporting technology investment as a key enabler of digital business transformation.
- *Technology Solutions* – management and supply of corporate infrastructure including data and voice networks, workstations and mobile devices, messaging and collaboration services, information security, identity management, application hosting, and architecture and standards. Services are supplied through internal and external sourcing arrangements.

- *Strategic Telecommunications* and *NetworkBC* – oversight of province’s Telecommunications Services Master Agreement, and strategic telecommunications planning.

Once on the job, the successful candidate will have an opportunity to review and identify any other operational units necessary to ensure successful delivery of the GCIO role.

GCIO Average Annual Resources:

- Operating: Gross \$240M  
                  Net \$156M
- Capital: \$100M
- FTEs: 360

## **Qualifications and Experience**

The ideal candidate will be a seasoned professional with a proven record of achieving results in innovative IT business transformation. A strategic and creative thinker, the candidate will have deep knowledge of digital transformation with a focus on meeting citizens’ needs. The candidate will have experience leading multi-disciplinary technical teams and successfully directing large technology development efforts.

In addition, the candidate will have led organizational change management projects that demonstrate improved results for clients, citizens and other stakeholders. Substantial experience in a senior role in large complex organizations with numerous lines of business and diverse clientele will prepare you for success in this role.

A proven record of establishing goals, developing people and teams, building relationships across multiple stakeholders in the public and private sector, solving problems and providing innovative solutions, promoting accountability, engendering trust, and unquestionable integrity is required.

## Competencies

To achieve government's **Vision**, executives must position and structure their organization to maximize its effectiveness. Executives practice **Strategic Thinking** in translating the vision to goals and strategies, and support their accomplishment through facilitation and leading change.

In **Stakeholder Relationships**, executives ensure that they are enhancing the organization's relationships with external partners and stakeholders. This includes building strategic alliances, managing conflicts, negotiating effectively, and effectively communicating ideas, analyses and proposals to stakeholders.

Executives model **Integrity and Authenticity**, building a culture of trust, integrity, risk taking and creative thinking in the organization through demonstrating personal integrity, using feedback to self improve, following through on commitments and acting consistently with the espoused values and culture of the organization.

In **Leading People**, Executives must motivate, empower and lead employees to accomplish goals and objectives, rewarding high performance, promoting empowerment and developing their employees, providing opportunities for growth, and managing issues with their organization.

Reference:

[OCIO Strategy 2016](#)

[Where Ideas Work](#)

*The professional values of the BC Public Service . . .*

***Courage, Teamwork, Curiosity, Service, Passion, Accountability***

*Always with integrity*