



Where ideas work

**Assistant Deputy Minister, Enterprise Services
Provincial Chief Technology Officer
Executive responsible for Ministry Information Management Branch
Office of the Chief Information Officer
Ministry of Citizens' Services
Various Locations in BC**

Dedicated to making life better for everyone in B.C., the Ministry of Citizens' Services (CITZ) delivers accessible, multi-channel services, through a single-point-of-contact service approach to people in urban and rural communities through Service BC and delivers the digital face of government at www.gov.bc.ca. CITZ provides support for the expansion of high-speed internet connectivity, leadership to modernize information management and technology resources, trusted data services, prompt and relevant responses to freedom of information requests, and statistical and economic research, information and analysis. In addition, the ministry manages the province's real estate assets, technology systems and equipment, and leverages procurement to increase business opportunities and create rewarding jobs that contribute to local economies.

With a dual reporting relationship to the Deputy Minister and the Associate Deputy Minister (GCIO), the Assistant Deputy Minister, Enterprise Services provides mission critical technology supports, providing high quality, secure and cost-effective information management and technology services. They are also the Chief Technology Officer for the province.

The ADM Enterprise Services is accountable for the performance of the division and ensures that technology services are highly available, reliable, responsive, flexible and high quality to meet the needs of public servants in every ministry as well as the public at large. This includes leading the coordinated IT response to emergency situations ranging from cybersecurity attacks to natural disasters.

The ideal candidate for ADM, Enterprise Services has significant executive or senior leadership experience and brings with them the ability to lead through significant change management and implementation challenges. An experienced, people-focused leader, they thrive in demanding situations and work effectively in the public sector. This candidate consistently exercises a high degree of judgement, tact, and

diplomacy, whether they are dealing with technology providers, essential communications, team members or complex data-driven decisions.

A complete role description and listing of qualifications is below. The appointee will be required to consent to a criminal record check.

The BC Public Service is committed to creating a [diverse workplace](#) to reflect the population we serve and to better meet the needs of our citizens. Consider joining our executive team and being part of an innovative, inclusive, and rewarding organization.

To apply please email a clear and concise cover letter and resume in one document (.pdf) to Executive Recruitment at: Executive.Recruitment@gov.bc.ca by December 17, 2024. Please note the application document must be in .pdf format. Email Executive Recruitment if assistance is needed. Thank you to all who express interest.

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Salary Range \$172,400 - \$220,100 per annum

Ministry Overview

Dedicated to making life better for British Columbians, the [Ministry of Citizens' Services](#) (CITZ) delivers key services that people rely on. CITZ delivers accessible, multi-channel services, through a single-point-of-contact service approach to people in urban and rural communities through [Service BC](#), and delivers the digital face of government at www.gov.bc.ca. CITZ also provides support for the expansion of high-speed internet connectivity throughout the province, leadership across government to modernize information management and technology resources, trusted data services to government agencies, prompt and relevant responses to freedom of information requests, and statistical and economic research, information and analysis to businesses and the public sector. In addition, the ministry manages the province's real estate assets, technology systems and equipment, and leverages procurement to increase business opportunities and create rewarding jobs that contribute to local economies and benefit individuals, families, and communities.

A service-focused organization, CITZ strives to be a great place to work, where all employees feel both engaged and motivated to do their best.

For information on the Ministry mandate, read the [Ministry Service Plan](#) and [Minister's Accountability letter](#).

Position Overview

With a dual reporting relationship to the Deputy Minister and the Associate Deputy Minister (GCIO), the Assistant Deputy Minister Enterprise Services (ADM ES) is responsible for providing mission critical technology supports that enable Government to deliver services to citizens by providing high quality, secure and cost-effective information management, and technology services.

Technology services, platforms and procurements are used by all government ministries, many broader public sector agencies, and some Crown corporations. These services include the digital tools that every public servant relies on for much of their work (email, computers, communications, internet, etc.) and technologies that enable the digital services that government provides to British Columbians (application hosting, data center, etc.).

The ADM ES is accountable for all aspects of the performance of the division and ensures that technology services are highly available, reliable, responsive, flexible and high quality to meet the needs of the public servants in every ministry and the public who is interacting.

with the government online and expecting 24/7 services. This includes leading the coordinated IT response when government needs to respond to emergency situations ranging from cybersecurity attacks to natural disasters.

In addition, in the role of Chief Technology Officer for the Province, the ADM establishes the long-term technology vision for government, guides government's response to emerging technologies and works closely with executive across all ministries to ensure that that government has an innovative, integrated and holistic approach to evolving its technology complement.

To create enhanced synergies the ADM ES also has accountability for the Ministry's Information Management Branch (IMB), provides direction and oversight in the execution of those responsibilities, and ensures that the centrally supported information management and information technology needs of the ministry are met. In other B.C. ministries, the responsibility for IMB lies with either the ADM Corporate Services or an ADM Chief Information Officer.

As an ADM in the Ministry of Citizens' Services, this position:

- Ensures a culture that is innovative, nimble, service orientated, collaborative and future looking to be responsive to the highly integrated nature of government systems, the ever-changing needs of government and the public, and the rapidly evolving technology and labour markets.

- Plays a critical role in leading the organization in the execution of government's strategic agenda, provides key contributions and commits to action the business goals of government.
- Serves as a member of the ministry's executive committee and participates in the corporate management of the ministry by providing sound advice and recommendations on operational and politically sensitive issues.
- Leads and empowers a senior management team, develops and implements long-term vision, goals, and strategies and large IT procurements in support of ministry and government's goals, building capacity, ensuring best use of staff and resources, leading and sustaining momentum in change initiatives and shifting priorities; and delivering results through collaboration with a wide range of partners and stakeholders.
- Provides advice on important strategic, policy and operational issues to the Premier's Office, deputy ministers, ministers, and senior government officials, broader public sector executive and works collaboratively with a wide range of internal and external partners and stakeholders.
- Exercises extensive authority to make decisions that have significant strategic impacts and outcomes; that are sensitive and highly public in nature and sets the direction for new programs, services, or projects.

This position also fosters an environment that supports a psychologically safe workplace, Truth and Reconciliation with Indigenous Peoples and diversity and inclusion.

Accountabilities

Leading a division of 400+ staff, the Enterprise Services Division is responsible for a gross est. budget of \$268.3million and over \$46 million in capital. The ten individual business units within the division have diverse core functions including contracting and procurement, logistics, policy, application development, corporate change management, incident response, technology planning, technology implementation, security and more.

In their role, the ADM ES:

- Establishes and communicates the vision, mission and goals of the organization and works with the leadership team and staff to ensure alignment and execution across the organization.

- Ensures that the work of the division aligns and meaningfully contributes to the goals of the ministry and of government.
- Creates and enables results-focused, high-performance, client-centric culture and a workforce that is fully engaged and supported to grow and develop.
- Develops the foundational technology vision for government through consultation with executive colleagues, ministry executive and Executive governance tables (including DMC Public Service Renewal, DMC Digital and Data), while leveraging market best practice through industry research, academia, and private sector partners.
- Accountable for the implementation of government enterprise technology deals.
- Ensures effective delivery and evidence-based decision making through appropriate performance management structures including accountability letters, performance plans, business intelligence, operational data analysis and proactive monitoring of systems.
- Oversees all administrative functions for the division including human resources, labour relations, contract management, financial management, planning and performance management.
- Builds and fosters partnerships and relationships with a diverse range of senior executives across government and the broader public sector to ensure platforms and services are responsive to program needs and are helpful in delivering on ministry mandates.
- Provides briefings, recommendations, and decision-making material for the Premier, Minister, Deputy Minister, Cabinet, and other various committees.
- Ensures that technology services comply with legislation, regulation, policy, and standards to ensure trust and confidence of partners and the public.
- Works closely with executives from the Public Service Agency, Corporate Records and Information Management, Real Property Division, Service BC, Government Digital Experience and BC Data Services to ensure alignment and integration among these closely related domains.
- Represents the Ministry and government on various inter-ministry and federal/provincial ADM Committees.
- Chairs several cross-government committees with a focus on technology and technology investments, including the Ministry Chief Information Officers and the Shared Digital and Technology Council.

- Exercises a high degree of judgement, tact, and diplomacy in dealing with issues that may involve communication of information that could have a significant impact on the image and credibility of the provincial government.
- Ensures the organization has appropriate processes, structures, resources, and staff to effectively lead the cross-government IT response to significant emergency situations including but not limited to wildfire response, floods, and cybersecurity attacks.
- Is accountable for engaging with, and ensuring productive and fair business dealings with, a broad array of technology providers that have ongoing relationships with government and contribute to B.C.'s economy.
- Leads the development of the government Enterprise Architecture and IM/IT standards to ensure alignment of information technology infrastructure and ministry line business applications to government business processes, priorities and initiatives and to ensure information technology is efficient and effective in its use.
- Leads the coordination of major technology releases that have an impact across government services and require a coordinated integrated approach across several if not all government ministries and agencies.
- Represents the Ministry in public accounts to present government strategies in response to recommendations from the Office of the Auditor General
- Advises the Deputy Minister and GCIO on significant and/or sensitive issues; anticipates changes and risks that will impact operations; and develops responsive plans, options and risk management solutions.
- Responsible for ensuring that government has the appropriate policies, standards, technologies, compliance practices, resources, and relationships to effectively protect government services from attack and ensure the security of British Columbian's personal information.
- Advises the broader public sector, other levels of government and senior government officials on appropriate cybersecurity practices and response.
- As a full member of the Ministry's Executive, actively participates in Ministry initiatives and decisions including Capital planning, Transformation plans, Business planning. This includes supporting the Ministry's strategic priorities and supporting the development and fulfillment of the Ministry's Service plans.

Qualifications and Experience

The BC Public Service is committed to a workplace that is representative of the diversity of the people of British Columbia and facilitates services to public we serve. Preference may be given to applications from visible minorities including women, Black, and other people of colour (BIPOC), those with diverse sexual orientation or gender identity (2SLGBTQIA+) and/or others having abilities and experiences with diversity.

The successful candidate will be an experienced people-focused senior leader/executive who thrives in an environment with demanding work challenges and works effectively in the public sector.

Education and Experience

Significant, proven executive or senior leadership experience in:

- Leading large operations with a significant and diverse staff complement budget, scope and complex stakeholder relationships
- Leading teams responsible for delivering complex technology-based services and solutions
- Establishing collaborative relationships with senior leaders across government and leading organizational change associated with implementation.
- Identifying priorities and balancing capacity/timelines in consideration of resource availability and external agendas.
- Leading and coaching multi-disciplinary senior management teams in the implementation of service delivery.
- Managing large complex contracts and vendor relationships.

Knowledge, Skills and Abilities

- Ability to manage high profile and complex issues, possessing the acumen necessary to balance diverse interests and manage relationships effectively.
- Ability to establish and maintain effective working relationships with colleagues, clients and partners that help the organization achieve its goals and objectives.
- Ability to lead, engage, empower, and mentor a diverse team of professionals as well as mentor and develop high-performance teams by demonstrating strong people leadership skills, including leading virtual teams.

- Ability to lead and formulate innovative approaches and strategies when developing business and strategic plans, including the use of technology and emerging best practices in service delivery methodologies.
- Ability to build and establish cross-ministry (or cross organization) relations to plan and implement government objectives.
- Ability to make critical decisions in a high-profile, political portfolio which requires responding to emergent issues.
- Ability to prepare and present complex issues to Ministers, senior government officials and external stakeholders.
- Ability to communicate effectively with a diverse range of audiences.

The appointee will be required to consent to a criminal record check.

Competencies

In **Leading People** this role motivates, empowers, and leads employees to accomplish goals and objectives, by promoting empowerment, developing, and engaging employees, providing opportunities for growth, and managing issues with the organization.

This role excels at **Service Delivery: Motivating for Peak Performance**, which involves knowledge and skills in using motivational techniques such as job design, role clarification, reward systems and performance appraisal to motivate optimum subordinate performance. This includes understanding the drivers of employee engagement and what drives performance.

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

ADMs model **Cultural Agility**, which is the ability to work respectfully, knowledgeably and effectively with Indigenous, Black and other Racialized People. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview and the culture of the BC Public Service, and to notice their

commonalities and distinctions with Indigenous cultures and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective.

ADMs 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.

BC Public Service Leadership Expectations

- Be a model and advocate of the BC Public Service Values and Standards of Conduct in professionally serving government to the highest ethical standard.
- Be an active enabler of innovation and engagement as keys to maintaining and enhancing public trust and confidence.
- Demonstrate foresight and understanding of our modern, digital context to better service citizens.
- Be proactive, resilient, and nimble, taking thoughtful, calculated risks.
- Be biased to action and removing unnecessary complexity to deliver the best possible service and outcomes for citizens.
- Act to improve the corporate capacity, capability, and commitment of the public service.

The professional values of the BC Public Service
Courage, Teamwork, Curiosity, Service, Passion, Accountability
Always with integrity