

**Ministry of Citizens' Services**  
**Assistant Deputy Minister, Technology Solutions Division**  
**Victoria**

**An exciting opportunity to lead an innovative transformation of Information Technology services for government and citizens in BC**

The Ministry of Citizens' Services performs a dynamic, corporate leadership role in government to support the development of an innovative, modern and robust technology environment; to improve accessible and responsive services and information to citizens; and to provide enabling infrastructure for ministries and the broader public sector to transform how government works on a day-to-day basis.

The Technology Solutions Division is the Information Technology (IT) division of Citizens' Services, and operates within a shared services model. The Division provides access to cost-effective IT services and solutions such as network, workstations, hosting, data storage and corporate software applications across both core government and the broader public sector. These services are essential to enabling government to deliver on its priorities and critical services for citizens. The provision of these services is achieved through defining the vision and strategies for the services, developing the service delivery approach, including but not limited to the suite of large IT out-sourcing arrangements, and ensuring the maintenance of corporate IT infrastructure required to support customer systems and initiatives in day-to-day operations. The division is looking to strengthen its leadership role in government, for example through strategies such as service management and enhanced relationships with customers.

The position provides executive leadership and strategic advice on the identification of future IT infrastructure services, technologies, architectures, and standards, as well as the transformation to managing contracted service providers to deliver IT services to core government and agencies using sound governance and effective decision making strategies. The position is accountable for all aspects of the performance of the division including the creation and refinement of service strategy and service delivery models ensuring alignment with government's Information Management and Information Technology strategic objectives, and that the information security policy and security operations are appropriate to protect government information enabling government to deliver secure digital services to all citizens and businesses.

To be successful in this role you will have post-secondary education and substantive leadership experience in structuring operations of IT service delivery programs, projects and/or services to an array of geographically dispersed customers and clients. You must have excellent interpersonal and leadership skills, and the ability to work effectively in a complex environment with a range of customers with diverse needs. You will have experience in the development of enterprise technology strategies, architectures, line of business applications, and standards. You will have managed large complex contracts and have created service delivery models that maximize vendor and internal capabilities. You understand Information Security policy in large, multi-faceted, geographically dispersed organizations.

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

To express your interest in this opportunity, please email your cover letter and resume to [Executive.Recruitment@gov.bc.ca](mailto:Executive.Recruitment@gov.bc.ca) by January 24, 2018. Thank you to all who express interest.

## **Role Profile**

### **Ministry of Citizens' Services Assistant Deputy Minister, Technology Solutions Division Office of the Chief Information Officer**

#### **The Ministry**

The mission of the Ministry of Citizens' Services is to grow British Columbia's technology sector, champion innovation and enable delivery of cost effective, accessible and responsive services to citizens and the public sector. The Technology Solutions Division is the Information Technology (IT) division of Citizens' Services, and operates within a shared services model.

#### **The Position**

The Assistant Deputy Minister (ADM) is accountable for all aspects of the performance of the division including the creation and refinement of service strategy and service delivery models, establishing an effective and innovative organizational structure, defining roles and responsibilities, financial management, contract management, developing strategic and business plans which afford annual performance objectives, and leading the development of infrastructure and human resource planning. The ADM will be responsible for all aspects of the business transformation initiative.

The ADM provides leadership to the division's management and staff specific to service standards, strategy, planning and analysis, focusing resources, communication, formulation of service plans, business plans, and workforce plans, and developing client and private sector partnerships.

#### **Reporting Relationship**

The Assistant Deputy Minister is responsible to the Government's Chief Information Officer/Associate Deputy Minister. The ADM is a full member of the Ministry Executive.

#### **Accountabilities**

Reporting directly to the GCIO, the ADM, Technology Solutions Division (TSD) is responsible leading the development of progressive and secure IT infrastructure services and service delivery models to ensure governments' IT infrastructure services are aligned to government's strategic objectives and are delivered efficiently, on time and within budget.

The ADM leads business transformation processes to implement a more disciplined approach to its business practices, service planning and service delivery models in support of government's strategic objectives. The position leads the strategic planning, management and delivery of government's IT infrastructure services ensuring services and service delivery models are efficient and take advantage of strategic partnerships with vendors, and TSD's funding models are appropriate and reflective of costs and cost drivers.

The ADM is accountable for the contract management of its outsourced service delivery arrangements and for maximizing the benefits to government of these contracts by facilitating the onboarding of Broader Public Sector organizations (Crowns and Agencies) to appropriate contacts.

The ADM also collaborates in the effective integration of all government shared services to enable the delivery of services based on consumer business transactions and to strengthen BC's position as a leader from the perspective of clients.

The ADM leads the development of Information Security policy, standards and compliance for government to ensure the security of IT infrastructure, ministry line of business applications, and all digital information.

The ADM 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.

The ADM leads the development and operations of the BC Services card authentication and identity management services to enable ministries to deliver secure digital services to all citizens and businesses in British Columbia. The ADM:

- Provides executive leadership and strategic advice on the identification of future IT infrastructure services, technologies, architectures, and standards and the transformation to become to an organization that manages contracted service providers to provide IT services to core government and BPS agencies using sound governance and effective decision making strategies..
- Accountable for developing service strategies and service delivery strategies for all governments' IT Infrastructure services including decisions related the efficient and cost-effective service delivery models (insourced/outsourced and direct vendor-to-customer) and ensuring the design and delivery of IT Infrastructure services meet OCIO standards and policies, and are aligned to government's strategic direction.
- Accountable to manage and ensure alignment of its contracted service providers to the strategies of government, by participating in appropriate governance meetings, continually evolving the Agreements, resolving escalated issues and ensuring vendors deliver according to their contractual commitments.
- Accountable for the operations and service delivery of governments' IT Infrastructure services (whether through insourced or outsourced) and to ensure TSD's funding models are appropriate and reflective of costs and cost drivers.
- Leads the establishment of the division's annual business plan, setting strategic direction, strategizing business initiatives, evaluation and performance measurement criteria to ensure outcomes achieve quality results and align with overall strategic priorities of the ministry and government.
- Provides strategic direction and leadership to a division with a large, diverse and complex client portfolio, ensuring the appropriate and responsive delivery of services to its customers.
- Leads the development of appropriate mechanisms for consultation and collaboration with key stakeholders, and facilitates discussions of information and service delivery needs.
- 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.

- Leads business and workplace change aimed at continuously improving services and service delivery models; and building cross-government partnerships that support the development of strategies to enhance the service model and increased efficiency and effectiveness.
- Maximizes organizational effectiveness by aligning employee and corporate performance, implementing a workforce plan that responds to the Work Environment Survey and aligning with the direction of the Corporate HR Plan.
- Advises the GCIO on significant and/or sensitive issues; anticipate changes and risks that will impact operations; and develop responsive plans, options and risk management solutions.
- Provides briefings to Ministers, Deputy Ministers, Premier's office, and Cabinet Committees on proposed information and service system changes.
- Effectively manages competing priorities of client needs within available funding and ensures that the Division remains within its budget allocation.

### **Qualifications and Experience**

- Completion of post-secondary education and substantive leadership experience in structuring operations of IT service delivery programs, projects and/or services to an array of geographically dispersed customers and clients.
- Experience in the development of enterprise technology strategies, architectures, line of business applications, and standards.
- You understand Information Security policy in large, multi-faceted, geographically dispersed organizations.
- Additional relevant experience includes development of strategic plans, creation and execution of business and service plans, and development and maintenance of a client focused business culture and service standards.
- You must have excellent interpersonal and leadership skills, and the ability to work effectively in a complex environment with a range of customers with diverse needs.
- You will have experience managing large complex contracts and have created service delivery models that maximize vendor and internal capabilities.
- Experience in financial planning, management systems and reporting, and leading the development and implementation of strategies to support business programs and services
- Experience in managing the resolution of complex service delivery issues involving multiple service providers and multiple customers
- Experience in leading new, and managing existing, outsourced service delivery initiatives.
- A proven record of establishing goals, developing people and teams, building relationships both internal and external, solving problems, and providing innovative solutions, promoting accountability, engendering trust, and integrity.

### **Competencies**

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.

In **Stakeholder Relationships**, ADM's 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.

ADM's 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**, ADM's 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.

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