

## Senior Manager Technology

### The Calgary Homeless Foundation

The Calgary Homeless Foundation (CHF) is a registered charity that exists to end homelessness in our city. Through Systems Level Leadership and mobilization of collective impact CHF is a catalyst of transformation for Systems and Service Agencies to optimize client success. CHF focuses on four spheres of influence: Research and Data, Community Mobilization, Funder of Outcomes and Impact, and Public and Political Will. CHF addresses gaps and identifies best practices to continually enhance the homeless serving system of care. CHF is committed to moving forward in partnership with the many homeless-serving agencies, the private sector, government partners, the faith community, other foundations and all Calgarians to end homelessness in Calgary.

We are looking for passionate, entrepreneurial and talented people to join our action-oriented, high impact team.

### The Position

Reporting to the Chief Operating Officer, the Senior Manager Technology is responsible for supporting success of the organization's mission by aligning CHF's technology strategy to deliverables and by driving technology solutions that will meet the current and future needs of CHF; in a secure, efficient, sustainable, agile and adaptive manner. This role will lead the provision of Information Technology (IT) services for CHF including operational (network, server, security, software, telecommunications) and employee support services. The successful candidate will also be responsible for managing the long range planning for IT including management of the IT budget and third-party vendors. This role will be marked by transformation and innovation and will lead the planning, development, maintenance and modernization of CHF's Information Systems.

### Our Staff

CHF staff are action-oriented individuals who are catalytic leaders, courageous collaborators, evidence inspired, and vision dedicated. They choose to bring their professional expertise and personal talents to the non-profit sector, to add value to the full community. They work cooperatively with others in a strong team environment; demonstrate flexibility in organizing and undertaking work; show a high degree of initiative, discernment and resourcefulness; exhibit excellent communication and relational skills; demonstrate thoughtfulness and intelligence in decision making; and are focused on advancing CHF's mission.

### Accountabilities

- Leadership of CHF's internal IT strategy and managing the IT architecture and roadmap. Key activities include:
  - Meet the short and long-term IT needs of CHF through leading the development and implementation of an overall enterprise-level technology strategy aligned to strategic business plans and priorities, and through the provision of high quality technical support services
  - Lead all architecture/technical assessments for IT product and technology decision making in support of the architectures
  - Select and facilitate implementation of tools to enable machine learning, artificial intelligence, advanced visualization which align with the current and future business needs

- Continuous, proactive and forward-thinking approach to optimizing and leveraging industry knowledge, trends, impacts (including risk mitigation where appropriate) and ability to utilize that knowledge to determine the most efficient and effective ways to meet current and future business needs (stay ahead of the curve)
- Define organization requirements for resources, structures and cultural changes necessary to support the technology strategy; and demonstrate leadership within a change management process
- Manage IT vendor performance and budgets needed to deliver milestones in the technology strategy
- Develop and manage budgets for delivering technology solutions
- Develop and steward cybersecurity, disaster recovery and business continuity initiatives
- In close collaboration with the Director Homelessness Data & Analytics, oversee long term planning of infrastructure needs within CHF to ensure that CHF's IT strategy aligns with its data and research strategy and the needs of Calgary's homeless-serving system of care

### Education and Experience

- Bachelor's degree or equivalent in Computer Science, Business Administration or a related field with an IT emphasis
- Minimum of eight years leadership experience, having held senior or progressive roles, accountable and responsible for providing effective leadership in developing and implementing organization-wide technology strategies as a Solution Architect or similar experience, including business intelligence solutions
- Knowledge of tools, concepts, methodologies and techniques of business process re-engineering, change management, performance metrics and measures, user assessment, cost/benefit analysis, benchmarking, process mapping, data collection, problem identification
- A comprehensive knowledge of solution-based technology that will fit the needs of users
- Knowledge of existing and emerging technologies and how these technologies can be used to improve business
- Proven ability to influence and affect change at all levels of the organization
- Demonstrated success as a change agent leading significant IT transformation initiatives in organizations
- Ability to successfully switch between strategic thinking and tactical, hands-on activities
- Proficient level of knowledge of applicable data privacy practices and laws
- Experience in a non-profit environment is preferred

### General Competency Requirements

- **Culturally Congruent:** A passion for, belief in and communication of the CHF vision, mission and values. Will promote a transparent, ambitious, goal and achievement-oriented culture. Demonstrates a strong service ethic and customer service approach.
- **Building Effective Teams:** Creates strong morale and spirit in the team; shares wins and successes; fosters open dialogue; delegates appropriately to the team; defines success in terms of the whole team; creates a feeling of belonging in the team.
- **Collaborative and Collegial:** Works well with others, whether at the most senior levels, with direct reports or with others across the organization. Understands how to work with the community collaboratively.

- **Communication:** Exceptional communication skills, including verbal, written, listening and presentation skills.
- **Analytical:** Able to quickly assess situations, build appropriate plans and execute those plans flawlessly. Willing to work at all levels - from broad strategy to execution detail.
- **Strategic Perspective:** Adopts a long-term view of CHF strengths and weaknesses and sees the whole picture in complex situations.
- **Financial & Business Acumen:** Can apply the principles of finance, accounting, and business management within a not-for-profit environment and recognize opportunities and identify risks. Has a deep understanding of financial principles. Can apply the principles of finance and business management to recognize opportunities and identify risks.
- **Results Oriented:** Sets high standards of performance including setting goals and priorities that maximize available resources to deliver results against the CHF direction, objectives, and public expectations. Will monitor progress and make adjustments as necessary on an ongoing basis.
- **Project Management Skills:** Proven strong project management skills with the ability to multi-task and set priorities within tight timelines.
- **People Development:** Demonstrated commitment to promote and foster the long-term success and growth of employees, including identifying developmental opportunities and providing coaching and follow through to achieve goals.
- **Enhancing Organizational Image:** Focus on building and protecting the image, reputation and long term interests of the CHF including promoting the CHF's reputation as a leader in ending homelessness.
- **Resource Management:** Can identify, obtain and effectively allocate resources required to achieve CHF goals and applies appropriate resources to problems and opportunities.
- **Credibility:** Demonstrated ability to build organizational trust in their professionalism, expertise and ability to create solutions and deliver desired outcomes.
- **Honesty & Integrity:** Demonstrates the highest levels of honesty and integrity in all dealings with internal and external stakeholders.

**Application Deadline: Friday June 14th at 4:00 PM**

Apply to: [careers@calgaryhomeless.com](mailto:careers@calgaryhomeless.com)