



ASSISTANT DIRECTOR General Circular No. M-7

Place of Work:	Information Technology Services
Classification:	9
Salary Rate:	\$95,193.00 to \$126,920.00
Start Date:	Determined by the Board
Immediate Superior:	Director – Information Technology Services

Nature of the Work

Under the authority of the Director of IT Services, the position of Assistant Director IT Infrastructure and Services includes all the functions required for the management, supervision, evaluation, planning, research and development of activities related to the school board's IT on-premises and cloud infrastructure (telecom network, virtual network, servers, storage, backups and productivity platforms such as M365, etc.), device endpoints (laptops, desktops, tablets, telephony, etc.) and support services to users (Field Services and Service Desk, etc.). The position requires strong technical and non-technical leadership in the implementation of leading-edge technologies, strategies and processes, including the development and implementation of governance frameworks and controls to ensure the EMSB complies with various laws (e.g., LGRI), directives (e.g., Directive sur la sécurité de l'information gouvernementale) and industry standards (e.g., ISO 27001/2).

General Responsibilities:

- Lead the development of orientations, strategies and policies and processes related to the sectors of activity for which he/she is responsible and as appropriate, collaborate in the determination of the Plan Directeur en Ressources Informationnelles
- Exercise stewardship of EMSB's enterprise architecture and corporate data to ensure confidentiality, availability, and integrity
- Lead a "veille technologique" with respect to emerging and best-of-breed technologies (e.g., AI, IoT, Automation, etc.) practices (e.g., Zero Trust Security) and vision of IT as a strategic partner in the mission of the EMSB
- Participate in the negotiation of service and supply contracts with third party vendors and users external to the School Board and ensure the compliance of the services offered
- Collaborate in the development, prioritization, and implementation of cross-functional projects with other departments and agencies
- Participate in the development, implementation and improvement of IT tools adapted to the EMSB's needs
- Manage, mobilize, evaluate, and set the objectives of staff under his/her direction, including staffing and workforce planning in his/her sector and the assignment of tasks and responsibilities of his/her staff
- Promote the development of the skills of his/her staff and ensure the quality of their services

Specific Responsibilities:

- Supervise two units (Infrastructure/Network and Field Services);
- Ensure the governance, supervision, innovation and maintenance of technology infrastructures, networking, Service Desks and Information Security
- Lead and supervise the maintenance and integrity of the technological infrastructures of the administrative and educational systems
- Lead the migration of the EMSB's data centres to the cloud in compliance with a governmental decree 596-2020 - Programme de Consolidation des centres de traitement informatique;
- Participate in the development and implementation of the Security Program, including Governance, Risk, and Compliance (GRC) initiatives, a Disaster Recovery plan, etc.
- Ensure the availability, safety, and performance of equipment for all users
- Ensure the deployment and support of digital action plan solutions
- Plan and carry out the acquisition of the tools and technologies necessary to meet administrative and pedagogical needs
- Plan and implements the various parameters necessary to assess the effectiveness and efficiency of the resources required to support service requests; (e.g., ITIL, ITSM, etc.)
- Manage and supervise the schedules, costs, and resources of the project portfolio under his/her responsibility
- Ensure the application of project management methodologies and annual project prioritization processes
- Manage, participate, and supervise the ministry's public tender documents (specifications, evaluation grids, addendum, selection committee, agreements, etc.)
- Participate in the presentation of reports to the MEQ and MCN on related activities and projects
- Participate, in collaboration with the management of the service, in determining the needs of each category of staff
- Determine the tasks and responsibilities of staff, manage, supervise, and evaluate staff under his/her responsibility
- Manage client relationships and ensure the quality control necessary to ensure compliance with the service standards in place
- Participate in the recruitment, selection, and replacement of staff in the service
- Prepare budget estimates for the sectors of activity under his/her responsibility, manage them and inform his/her superior
- Represent the EMSB with the MCN, MEQ, suppliers and external organizations
- Collaborate in the dissemination of information and the promotion of the Information Technology Resource Service

Requirements and Qualifications

- Undergraduate degree in a relevant field of study certifying a minimum three-year university program, preferably in computer science or business administration with specialization in information technology or hold a senior executive or senior staff position in a school board for which an undergraduate degree is required under the minimum qualifications
- Six years of relevant experience, including three years as a manager in an information technology department
- Any of the following accreditations are considered an asset: Azure Solutions Architect Expert, CISSP, CISM, CISO, CCSP, Agile, PMP, Prince2, ITIL, GRC certification
- High level knowledge of Enterprise Architecture (cloud and on-prem) and Information Security norms (NIST, ISO 27001/2, etc.)
- Knowledge of project management methods (Agile, PMP, Prince2) and Service Delivery (ITIL)
- Ability to lead transformational change at tactical and strategic level
- Ability to effectively mobilize a work team
- Sense of innovation
- Ability to translate complex technical concepts to non-technical stakeholders
- Customer-centric approach
- Strong verbal and written communication skills in French and English
- Adaptability
- Political savvy
- Demonstrated ability to work effectively with others under pressure and within time constraints

To view the job description as outlined in the classification plan [click here](#)

Interested candidates should send their letter of interest and curriculum vitae to emsb@taltek.ca,
by Friday February 09, 2024 by 4 p.m.

Please refer to the circular number in your letter of application.

Candidates will be contacted by Taltek.

Tests may be administered in order to assess candidates' skills.

The masculine gender was used to facilitate the reading.

The English Montreal School Board has implemented an Equal Access Employment Program in accordance with the Act respecting equal access to employment in public bodies and encourages applications from women, members of visible and ethnic minorities, aboriginal and handicapped peoples.