LET'S TALK SCIENCE POSITION POSTING

Position Title: Director, Technology
Position Status: Permanent Full-time
Closing Date: Position will remain open until filled; however, applications are encouraged by 11:59 pm ET on September 9, 2024

THE OPPORTUNITY

Let's Talk Science is an award-winning, national charitable organization focused on education and outreach to support youth development. Let's Talk Science believes equity, diversity and inclusion strengthen the community and enhance excellence, innovation and creativity. We are committed to employment equity, building a diverse workforce and accessibility for all employees and program participants. Through the creation and delivery of unique learning programs and services that engage children, youth and educators in science, technology, engineering and math (STEM), staff and volunteers support learning and skill development. Committed to inspiring and empowering youth in Canada to develop the skills they need to participate and thrive in an ever-changing world, Let's Talk Science offers programs, resources and services that motivate all ages to fulfill their potential and prepare them for future careers and roles as citizens. For close to three decades Let's Talk Science has excited and inspired children, youth, educators and volunteers in STEM, surpassing 13.8 million interactions.

We invite you to visit our website letstalkscience.ca to learn more about our organization including our historical and ongoing commitment to equity, diversity, inclusion and accessibility (EDIA) (https://letstalkscience.ca/about-us/equity). We also ask that you consider completing a brief questionnaire to help us build and measure our efforts to attract members of Equity Deserving communities to employment with Let's Talk Science at https://questionpro.ca/t/AB3unpnZB3uwj1.

Benefits and Perks of Working at Let's Talk Science

- Competitive salary and flexible hours
- Remote work option that enables you to join us anywhere in Canada with support for set-up and connectivity
- Starting with 4 weeks' vacation plus a 2-week paid closure over the December–January holiday period
- Comprehensive group benefit package, including health, dental, vision, life and critical illness
- Training to support our commitment to EDIA

POSITION

The Director, Technology is an experienced and strategic leader of digital platforms and information technology. The incumbent plays a crucial role with the technology team and spearheads digital transformation efforts. Their primary responsibilities include overseeing the management of Let's Talk Science's technology infrastructure and applications, ensuring seamless information technology (IT) operations while providing a forward-looking vision to modernize the technology framework. The Director, Technology provides strategic advice and guidance regarding technology to the Senior Leadership Team and has key responsibilities for IT including planning and operational efficiency, infrastructure management, oversight for Let's Talk Science web properties, cyber security, financial management, technology project management and execution, stakeholder engagement, policy development, talent management and innovation.

Responsibilities:

Strategic Vision & Planning

- Collaborate with senior leadership to develop and execute a comprehensive technology strategy aligned with the organization's mission and goals.

- Provide thought leadership and vision for technology modernization, including adopting emerging technologies and best practices to modernize business processes and improve customer experiences.
- Identify opportunities for process improvements and digital transformation to enhance operational efficiency and user experience.
- Drive the implementation of innovative solutions to support new and existing programs, services and initiatives.

Leadership & Management

- Lead and mentor a team of front-end and back-end developers, fostering a collaborative and innovative environment.
- Oversee ownership of the Let's Talk Science website, inclusive of the strategy and collaboration with relevant teams across the organization.
- Recruit, train and support skilled IT professionals for the team.
- Monitor and evaluate team performance, setting goals and providing feedback to ensure high standards.
- Oversee IT operations to ensure high availability, reliability and cyber security of all systems and applications including installation, configuration, monitoring and maintenance.
- Implement robust security protocols to protect against data breaches, cyber attacks and other vulnerabilities as well as overseeing Let's Talk Science's cyber security plan.
- Manage and optimize the performance of technology infrastructure, including hardware, software, servers, networks and cloud services.
- Develop and implement technology policies, procedures and best practices.
- Develop and maintain technology disaster recovery and business continuity plans with collaboration from supporting teams.
- Prepare reports, including metrics on team activity, reports to the Board, senior leaders and/or funders and work plans and proposals for future activities, working with other team members as appropriate.
- Actively participate in the management of Let's Talk Science and its programs, including participating on key committees, attending meetings regularly and bringing forward issues for prioritization, discussion and decision.
- Ensure the organization complies with relevant laws, regulations and industry and professional standards.

Financial Management

- Develop and manage the technology budget, ensuring cost-effective solutions and efficient allocation of resources.
- Monitor and control expenditures, looking for opportunities to reduce costs without compromising quality.

Project Management & Execution

- Oversee the planning, execution and delivery of technology projects, ensuring they are completed on time, within scope and within budget.
- Manage digital platforms and website related work as well as oversight for hardware and software, including any third-party vendor relationships.
- Coordinate with cross-functional teams to align technology initiatives with organizational needs and priorities.
- Ensure robust project documentation, risk management and quality assurance practices are in place.

Stakeholder Engagement

- Collaborate with technology-related internal/external stakeholders and partners, serving as the key point of contact as appropriate.
- Communicate technical concepts and strategies effectively to non-technical stakeholders, including, but not limited to, the Board of Directors and funders.
- Build and maintain strong relationships with technology vendors and service providers.

Innovation & Continuous Improvement
- Stay current with industry trends, emerging technologies and best practices to continually improve our technology capabilities and assess their potential impact on the organization.
- Foster a culture of continuous learning and professional development within the technology team.
- Promote and implement innovative practices and solutions to drive the organization's mission forward.
- Other duties as requested/required that are within the scope of the position.

Requirements/Qualifications
- Post-secondary education in a related field and/or relevant work experience
- At least ten (10) years of experience in technology (e.g. IT infrastructure, software development, network engineering etc.)
- Minimum five (5) years of experience in a leadership role with demonstrated success managing teams
- Strong technical background with hands-on experience in managing IT infrastructure, applications, operations and technology asset governance
- Experience enacting strategic change with support from other teams, senior leadership and external vendors
- Demonstrated experience influencing and championing organizational evolution and growth
- Strong project management skills
- Willingness to travel to meetings and other events as needed
- Experience in a non-profit or similar organizational setting is an asset
- Bilingual (English/French) an asset

Skills and Abilities
- Experience with cloud computing, cybersecurity and data analytics
- Experience with widely used technologies, especially in the education, government and not-for-profit sectors, e.g. relational database systems such as postgres, content management systems such as Drupal, AWS cloud services, CRMs such as Zoho CRM+, Learning Management Systems such as Canvas and business applications such as Microsoft 365
- Ability to work well under pressure and meet deadlines, while maintaining accuracy and attention to detail
- Familiarity with agile methodologies and software development lifecycle (SDLC)
- Knowledge of education, government and/or not-for-profit technology challenges and opportunities.
- Demonstrated ability to manage a virtual / remote / distributed team
- Works both independently and cooperatively in a team environment, while maintaining the flexibility to adapt to the changing circumstances and priorities of a dynamic organization
- Exceptional written and verbal communication skills, with an ability to produce clear documentation and business communications for all levels of the organization, including non-technical stakeholders
- Outstanding interpersonal skills with experience in change management, negotiation and conflict resolution, as well as the ability to build strong relationships with mutually beneficial outcomes
- Excellent planning and organizational skills with ability to take initiative and coordinate work on multiple projects
- Ability to operate on a strategic level including foreseeing potential impacts of the operating environment and managing risk, as well as innovating to solve problems
- Impeccable integrity and reliability with demonstrated ability to act tactfully and diplomatically

- Ability to foster inclusive and respectful work environments to include diverse viewpoints and approaches to achieve organizational goals
- Ability to work outside regular hours on occasion

Working Relationships
- Reports to the Vice President, Operations
- Works closely and collaboratively with all teams
- Interacts with Let's Talk Science personnel throughout the organization

Let's Talk Science has paused the enforcement of our mandatory COVID-19 Vaccination Policy. We will continue to strongly recommend vaccination; we will monitor and follow the scientific research but will not require that any new staff be vaccinated for COVID-19 as a condition of their employment. Please note that the policy will continue to exist and may be enforced again in the future if warranted.

Interested candidates should submit their resume and cover letter (including salary expectations) quoting "Director, Technology" as outlined below by 11:59 pm ET on September 9, 2024 to:

Shawna Agathos
Human Resource Generalist, Let's Talk Science
1510 Woodcock Street, Unit 8 London ON N6H 5S1
Or via email: hr@letstalkscience.ca (please submit all documents in one pdf file)
FAX: (519) 474-4085

Equity Statement

Let's Talk Science is committed to implementing the Calls to Action framed by the Truth and Reconciliation Commission. We acknowledge the shared lands we live and work on across Canada and that our national office is situated on the traditional territory of the Haudenosaunee, Wyandot and Anishinaabe.

Let's Talk Science values the diverse and intersectional identities of its stakeholders and staff. Let's Talk Science believes equity, diversity and inclusion strengthen the community and enhance excellence, innovation and creativity and is committed to accessibility for all employees. We are committed to employment equity and building a diverse workforce reflective of Canadian society that will enrich our work and learning environment. Let's Talk Science seeks applicants who embrace our values of equity, anti-racism and inclusion. As such, we encourage applications from candidates that have been historically disadvantaged and marginalized, including applications who identify as First Nations, Métis and/or Inuit/Inuk, Black, racialized, a person with a disability, women, and/or 2SLGBTQ+.

All qualified applicants are encouraged to apply; however, in accordance with Canadian immigration requirements, Canadian citizens and permanent residents will be given priority. We are committed to providing accommodation to those with a disability or medical necessity. If you require an accommodation in order to participate in the recruitment process, please notify us and we will work together on the accommodation request. We thank everyone for their expression of interest and are truly appreciative of the time individuals put into applying. However, with the limitations on time only those selected for an interview will be contacted.