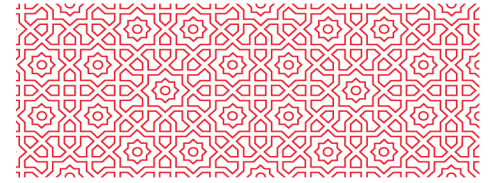




Jamati Institutions

Role: National Manager, Technology Operations

Deadline: January 30, 2022



National Manager, Technology Operations

Background

The Jamati Institutions for Canada are recruiting a full-time National Manager of Technology Operations whose responsibilities shall include managing infrastructure and data assets, overseeing IT service management processes, and establishing key policies and processes for cyber-security, data privacy and other compliance matters.

The National Manager of Technology Operations will report to the Executive Officer for the Council for Canada and work closely with the respective Jamati Institutional Leadership, including the National and Regional Members for Data & Technology and their teams.

Key Responsibilities (not exhaustive)

- **Technology infrastructure:**
 - Manage Institutional technology infrastructure (networks, hardware, software, cloud), including coordination with other institutions and agencies as appropriate.
 - Manage risks to technology operations by establishing disaster recovery, business continuity and other incident management plans.
 - Define and monitor service level objectives for availability and performance
 - Establish a technology budget with volunteer leadership and manage actual spend.
- **IT Service Management:**
 - Establish a service desk function applying best practice frameworks such as ITIL with the required processes, people and tooling to meet defined service level objectives.
- **Policy Management:**
 - Work with volunteer leadership to develop, maintain and enforce IT policies for both staff and volunteers across all Jamati Institutions.
 - Create tools, standards, and guidelines to help institutions apply these policies and create a process to identify and resolve issues of adherence.
 - **Technology and Security:** govern use of hardware/devices/software and vendor selection. Ensure compliance with relevant regulations and audit processes.
 - **Data:** storage and security, retention, and establishing role-based access levels
 - **Privacy:** ensure compliance with standards related to personally identifiable information and other sensitive data. Conduct Privacy Impact Assessments for new initiatives and manage inquiries/incidents as the Privacy Officer.
- **Cybersecurity:**
 - Ensure apt security levels on network, infrastructure and servers are maintained throughout institution
 - Manage all activities related to regulatory reporting and compliance audits.

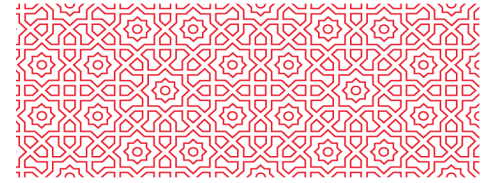




Jamati Institutions

Role: National Manager, Technology Operations

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- **Relationship Management:**
 - Establish effective working relationships with staff and volunteers of the Jamati Institutions and other agencies at the national, regional, and local levels.
 - Ensure alignment of all partners with established policies and procedures including an understanding of why the measures have been put in place.
- **Vendor management:**
 - Manage the relationship with external vendors to ensure our needs are met, costs are managed, performance issues are resolved, and opportunities are explored.
 - Collaborate with finance and procurement to develop an integrated view of IT and data vendors used across the Jamati Institutions.
 - Support volunteer teams in ensuring consistency of use, terms, and economies of scale in contracted procurement of hardware, licenses, services and subscriptions.
- **As a member of the Data and Technology Team, you will:**
 - Work closely with the broader National Data & Technology leadership to establish and pursue a strategic vision, mission, roadmap, core values and guiding principles.
 - Contribute to definition and achievement of quarterly OKRs
 - Establish a regular reporting of key metrics identification of areas requiring attention.
 - Support peers with application development and business technology deployment.
 - Support the prioritization of projects and investments, assist with delivery, and assume ownership of on-going operations.
 - Stay abreast of industry best practices and make recommendations to enhance productivity, effectiveness, and operational efficiency
 - Support a positive environment that promotes service, quality, innovation, and teamwork and ensure timely communication of areas of interest
 - Support reliable succession planning with appropriate recruiting, onboarding, offboarding, and a knowledge base of critical processes and systems to support progressive training and development of volunteer and staff resources.

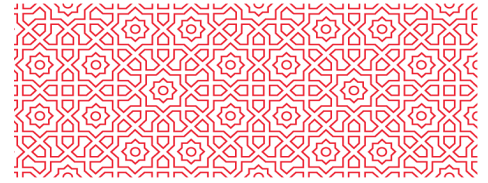




Jamati Institutions

Role: National Manager, Technology Operations

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Candidate Profile

Qualifications and Experience

- **Required:** Bachelor's degree in engineering, computer science, or related field
- **Required:** 5+ years of experience in IT industry including 2+ years of experience in a technology managerial position, preferably in the operations, infrastructure, security, and privacy domains
- **Preferred:** Relevant certifications in Networking, Cloud (e.g., AWS, Azure), IT Security or ITSM
- **Preferred:** Privacy and Compliance knowledge for data management regulations in Canada
- **Required:** English fluency. Other languages (e.g., French, Farsi) are an asset.
- Proven expertise in Network and Operating Systems
- Experience in IT infrastructure management processes, techniques, risks, and best practices
- Knowledge of information technology security principles and practices
- Good understanding of data center and cloud operations
- Strong problem solving, communication, organizational and analytical skills
- Proven ability to effectively manage multiple responsibilities as well as to collaborate closely with teams of professionals and volunteers
- Strong relationship-building abilities with internal and external stakeholders
- Humility and commitment to the ethics and values of the Jamat and Institutions
- Ability to prioritize, make decisions, and execute in the face of ambiguity

Location

- Based in Canada.

Minimum requirements

- Completed background check (Vulnerable Police Reference Check Clearance).
- Candidate must already have legal authorization and documentation to work in Canada.

How to Apply

Please complete the [National Manager, Technology Operations Job Application Form](#). This includes the submission of a cover letter and resume. The cover letter should be maximum one (1) page, and CV should be maximum two (2) pages. The total number of pages should not exceed three (3) pages.

The application deadline is January 30, 2022.

All candidates will receive a confirmation of receipt and indication of whether they are moving forward by February 10, 2022. Finalist candidates will be required to complete a background check, including reference checks, before being onboarded.

For any questions or concerns, please contact resumes@iicanada.net. Please note that we cannot provide any information which might privilege one applicant over another.

Thank you for your interest in this position.

