

Career Opportunity

The College of Dental Hygienists of Ontario seeks to fill the position of Manager, Information Technology.

About the College of Dental Hygienists of Ontario

The **College of Dental Hygienists of Ontario (CDHO)** is the regulatory body for over 14,000 registered dental hygienists in Ontario. Our office is located at Yonge and Church in Toronto, Ontario.

The College's mission is to regulate the practice of dental hygiene in the interest of the overall health and safety of the public of Ontario. As such, Ontarians can expect to receive quality oral health care and dental hygiene services from health professionals who are registered with the CDHO. All of the College's activities ensure that clients have access to safe, ethical and high quality dental hygiene care.

Job Title:	Manager, Information Technology
Reports to:	Director, Corporate Services
Date:	February 12, 2020

Position Overview

The **Manager, Information Technology** is responsible for planning, organizing, developing, maintaining and supporting information technology services across the organization.

Competencies

Emulates the core values of the CDHO:

- **Accountability** – Takes ownership of personal workload.
- **Attention to Detail** – Attends to details and pursues quality in the accomplishment of tasks, regardless of the volume of duties encountered.
- **Commitment to Health and Safety** – Works in compliance with all applicable health and safety legislation and established policies and procedures.
- **Continuous Improvement** – Strives to improve job responsibilities through developing skills and increasing knowledge.
- **Innovative** – Work with a custom solution to enhance its ability to meet current and future business requirements. Able to think outside the box in order to develop creative and new solutions or products that meet current and future needs.
- **Report Writing** – Able to write reports and develop queries.
- **Problem Solving** – Able to break down a situation into smaller pieces to identify key issues and figure out cause and effect relationships in order to solve. Use logic and analytical methods to come to realistic solution.
- **Results Orientation** – Able to focus on desired outcomes.
- **Time Management** – Balances a myriad of tasks; prioritizes duties as needed.

Key Responsibilities

Information Technology (IT) Infrastructure

1. Ensuring IT Infrastructure integrity, usability, expansion and security as well as designing, developing and/or overseeing the procurement of application solutions to meet the organization's current and future needs through consultation with other College departments; research on new applications, hardware and other potential system enhancements; monitoring of trends in other regulatory Colleges.
2. Managing third-party support including Web, network, hardware and software. Reviewing requests, obtaining and authorizing quotes, scheduling, implementation and completion authorization to ensure efficient and cost-effective acquisition of technology purchases.
3. Overseeing warranties and service agreements.
4. Assisting in the writing of grants, RFPs, RFIs, and RFQs; recommendations on vendor selection for specific solutions and/or projects.
5. Developing, administering, and maintaining policies and procedures for ensuring the security and integrity of the IT infrastructure.
6. Overseeing project management for IT-related undertakings, including capture of business requirements, provision of functional deliverables, milestone planning, and project implementation.
7. Diagnosing and resolving minor network issues (e.g. LAN access).
8. Conducting timely repair, replacement and disposal of IT equipment, using lifecycle and warranties as decision support. Including maintaining replacement/disposal schedule, and repair records.

Database

1. Ensuring database integrity, usability, expansion and security as well as designing, developing, upgrading and/or overseeing the procurement of application solutions to meet the organization's needs.
2. Troubleshooting database errors and fixing system issues via periodic testing, and other methods.
3. Following regulation guidelines in compliance with MOH initiatives providing the necessary confidentiality of registrant information and requested acquisition and transmission of predetermined registrant information to the Ministry.

End Users

1. Providing timely and effective resolutions to end-user productivity issues as they relate to the IT computer operations, i.e. password reset, software questions, PC hardware problems, Internet connectivity, configurations, and so on.

Financial

1. Creating and tracking the annual Information Technology budget.

Information Resources

1. Responsible for the accuracy of important data and information that will be used by others to make decisions.
2. Responsible for the decisions around access and preservation of confidential information stored on CDHO hardware.

Governance

1. Attending and participating at Council meetings by providing information as required.
2. Participating in the development of the Ends plan.
3. Monitoring and reporting on goals and initiatives to meet the Ends.

Qualifications

Education

- Bachelor’s degree in Information Systems, Computer Science or Business preferred

Experience

- Minimum 3–4 years of related work experience developing solutions, gathering business requirements and documenting business processes
- Experience and knowledge of procurement strategies
- Experience selecting and managing third-party contractors/suppliers
- Knowledge of Windows Server/AD/Exchange environment in a WAN setting
- Writing and testing using HTML, CSS, JavaScript, and PHP
- Administering MySQL databases and writing SQL queries
- Experience with CRM, CMS, ERP (experience with MS Dynamics, an asset)

Developed Skills

- Ability to lead information gathering sessions, workshops and interviews
- Process mapping and process engineering skills
- Strong analytical and problem-solving skills
- Ability to demonstrate meticulous attention to timelines and critical paths
- Ability to keep accurate records of decisions and paths forward
- Excellent written and verbal communication skills
- Proficient in use of Microsoft Project and Visio

Direct Reports

Coordinator, Information Technology

Salary Range

\$90,000 – \$120,000

Qualified candidates are invited to apply by submitting their resume and cover letter via email to: careers@cdho.org no later than **Monday, March 30, 2020**. No phone calls please.

This is a full-time role based in our downtown office location. The College of Dental Hygienists of Ontario (CDHO) welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. We thank all candidates for applying, however, only candidates being considered will be contacted.