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Central Local Health Integration Network (CLHIN)

Caring Communities, Healthier People

Director, IT IS Telecommunications

Job # 2017-1705

The **Central Local Health Integration Network (LHIN)** plans, funds, integrates and monitors the local health care system and is advancing the *Patients First* vision for a more patient-centred system in collaboration with close to 100 Health Service Providers and other stakeholders across diverse communities with a population of over 1.8 million people.

Position Summary

Reporting to the Vice President, Performance & CFO, this position provides leadership and management direction to the IT operations, business solutions and telecommunications teams. The Director oversees the operations of the organization's computer and telecommunications infrastructure and applications in a secure, reliable and cost-effective fashion.

Core Responsibilities

- Ensures the effective, efficient, reliable and secure operation of all applications and systems, including evaluating operations according to established goals
- Manages IT and telecom systems risk, including implementing mitigation strategies
- Develops and maintains IT systems standards, governance, policies and procedures
- Maintains disaster recovery plan
- Recommends and implements technology solutions based on business requirements of operating departments
- Oversees end-user support in a complex environment supporting over 800 staff and multiple health care partners, including a mobile workforce, multiple locations and a shared services model
- Is accountable for staffing the department, providing training and development, and evaluating performance
- Maintains privacy and security infrastructure
- Manages the function's budget
- Performs vendor management, including relationship building, SLAs and liaising with

procurement department
- Builds and strengthens relationships within the organization and key stakeholders such as eHealth Ontario, Hospitals, Long-Term Care Homes and Community Support Agencies
- Represents the Central LHIN on external committees as required
- Provides strategic IT advice to senior management, including current trends and innovations
- Performs other duties as required

Competencies

Education
- University degree in Information Technology or Computer Science preferred.
- Master's degree an asset.

Experience
- Experience with server and data centre management, virtualization, networks, security, performance and monitoring tools, disaster recovery, project management, software development and VOIP technology in an IT shared services environment
- Extensive experience leading in an IT environment, overseeing technical projects in alignment with organizational goals, preferably in a health care environment
- Minimum 5 years' management experience
- Experience in implementation of IT/IS risk management, regulatory compliance, audit and controls
- Demonstrated strong understanding of and appreciation for customer service both internally and externally
- Excellent written and interpersonal communication skills
- Skill in preparing presentations, which may include complex and technical information
- Strong facilitation, consultation and change management skills to lead or support strategic change initiatives

To Apply

Please forward your cover letter and resume, in confidence, by ***May 3, 2017 at 5 p.m.,*** *to careers@waterhousesearch.ca, quoting* ***Job # 2017-1705*** *in the subject line.*

More information on the Central LHIN may be found at www.centrallhin.on.ca.

We thank all candidates for their interest; however, only those selected for an interview will be contacted. Individuals with a disability requiring accommodation during the application and/or the interview process should advise the recruitment contact so arrangements can be made.