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Position:	Manager, Digital Transformation and IT Operations
Site:	Hybrid: MaRS Discovery Tower + Work from Home
Department:	Grand Challenges Canada
Reports to:	Director, Digital Transformation and Information Security
Status:	Full-time, Permanent
Salary:	\$98,866/year + benefits

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[Grand Challenges Canada](#) (GCC) is dedicated to the vision of a world where innovation helps every person thrive. Our role in this vision is to support local, scalable, sustainable innovation that builds a healthier, more equitable future. We are committed to our core values of seeking impact, promoting equity, and being good partners – as well as to being accountable and caring for our work and each other.

One of the largest impact-first investors in the world, Grand Challenges Canada has supported a pipeline of over 1,700 innovations in more than 100 countries. Since 2010, innovations supported by GCC have reached more than 80 million people with lifesaving or life-improving initiatives who would otherwise not have had access.

### **Information Technology at GCC**

Reporting to the Director, Digital Transformation and Information Security, the Manager, Digital Transformation and IT Operations will play a pivotal role in executing GCC's digital vision and ensuring the smooth and efficient functioning of our IT infrastructure. This multifaceted role will be responsible for implementing digital transformation initiatives while also overseeing the day-to-day operations of the IT team. This is an exciting opportunity for a results-oriented leader with a strong understanding of digital strategy execution and IT management.

### **Core Responsibilities:**

- **Implementation of Digital Transformation Strategy:**
  - Execute the digital transformation strategy and roadmap defined by the Director of Digital Transformation and Information Security.
  - Translate strategic initiatives into detailed project plans and actionable tasks for the IT team and other relevant departments.
  - Collaborate with functional teams to understand their needs and identify opportunities for digital solutions, ensuring alignment with IT capabilities.
- **IT Operations Management:**
  - Oversee the day-to-day operations of the IT team, including infrastructure management, network administration, cybersecurity, and technical support.
  - Manage the IT team, providing guidance, mentorship, and feedback to ensure optimal performance, aligned with team and corporate priorities.
  - Model effective work behaviours that support personal and team wellness, and are aligned with GCC's commitment to Inclusion, Diversity, Equity and Accessibility
  - Ensure the reliability, security, and scalability of IT systems and infrastructure.
  - Manage IT budgets and vendor relationships effectively.

- **Project Management & Execution:**
  - Lead and manage the implementation of specific digital transformation projects, leveraging the IT team's expertise.
  - Apply project management methodologies (e.g., Agile, Waterfall) to effectively manage project lifecycles.
  - Coordinate the activities of the IT team and other stakeholders involved in digital transformation initiatives.
  - Help centralize and manage the deployment and integration of new technologies and digital platforms, ensuring alignment with IT infrastructure.
- **Stakeholder Collaboration & Support:**
  - Work closely with functional teams, and with HR/Operations on training, to facilitate the optimal adoption of new digital tools and processes, supported by the IT team.
  - Ensure the IT team provides timely and effective technical support for digital solutions.
  - Act as a liaison between functional teams and the IT team to ensure clear communication and alignment during implementation.
  - Address any IT-related roadblocks or challenges that arise during the implementation process.
- **Performance Monitoring & Reporting:**
  - Track the progress of implementation projects and IT operations against established timelines and KPIs.
  - Collect data and provide regular updates on project status and IT performance to the Director of Digital Transformation and Information Security.
  - Identify opportunities for process improvement and optimization in both digital implementation and IT operations, based on a keen understanding of the business.
- **Technology Deployment & Integration:**
  - Oversee the technical deployment and integration of new digital technologies and systems, leveraging the IT team's capabilities.
  - Ensure seamless integration of new solutions with the existing IT infrastructure.
  - Troubleshoot technical issues related to both digital initiatives and IT operations, in a timely and collaborative manner.
  - Ensure compliance with relevant data security and privacy standards across all IT functions and digital implementations.

#### **Knowledge & Skills:**

- **Understanding of Digital Technologies:** A solid grasp of current and emerging digital technologies such as Cloud Computing (SaaS, PaaS, IaaS), Data Analytics (BI, Machine Learning), Artificial Intelligence (AI), Robotic Process Automation (RPA), Internet of Things (IoT), and Customer Relationship Management (CRM) systems. This includes understanding their capabilities, limitations, and potential business applications.
- **Technology Integration:** Experience in integrating new digital solutions with existing IT infrastructure and business systems, ensuring data flow and interoperability.
- **Cybersecurity Awareness:** A strong understanding of cybersecurity principles and best practices to ensure the security and integrity of digital initiatives and IT operations.
- **Data Management:** Knowledge of data governance, data quality, and data privacy principles relevant to digital transformation and IT operations.

- **IT Infrastructure Management:** Hands-on understanding of IT infrastructure components, including networks, servers, storage, and end-user devices.
- **Network Administration:** Familiarity with network protocols, security measures, and performance monitoring.
- **Cloud Management:** Experience managing cloud-based services and infrastructure (e.g., AWS, Azure, GCP).
- **IT Service Management (ITSM):** Knowledge of ITSM frameworks (e.g., ITIL) and best practices for service delivery, incident management, problem management, and change management.
- **Disaster Recovery and Business Continuity:** Understanding of DR/BCP planning and implementation to ensure business resilience.
- **Methodology Agility:** Proficiency in various project management methodologies, including Agile (Scrum, Kanban) and Waterfall, tools (e.g., Jira, Asana, Microsoft Project, Monday.com) and the ability to choose the right approach for different initiatives.
- **Planning and Execution:** Strong skills in defining project scope, developing detailed plans, managing timelines, allocating resources, and tracking progress.

#### **Qualifications:**

- Bachelor's degree in Information Technology, Computer Science, or a related field.
- Minimum of 6-8 years of progressive experience in information technology, including experience in roles directly responsible for driving or implementing digital transformation projects from inception to implementation. At least 2-4 years of direct experience managing an IT team or leading cross-functional project teams.
- Proven experience in managing successful IT teams and overseeing day-to-day IT operations, including infrastructure, security, and support.
- Passionate about digital solutions and technology – with a curiosity and aptitude for experimentation, learning, transformation and change management.
- Demonstrated understanding of various digital technologies and their practical applications (e.g., cloud computing, data analytics, automation, CRM) and how they can optimize how we work.
- Proven ability to manage and execute projects effectively, adhering to timelines, budgets and mitigating risk.
- Strong leadership, collaboration and team management skills.
- Excellent communication and interpersonal skills, with the ability to interact effectively and communicate strategic rationale with both technical and non-technical stakeholders
- Strong problem-solving and analytical skills.
- Experience with change management principles and practices.
- Familiarity with IT service management (ITSM) frameworks and best practices.

People with disabilities and people with lived experiences in relevant thematic areas are encouraged to apply.

***Don't meet every single requirement?*** Studies have shown that women, people of color, people from LGBTQ2S+ and disabilities communities are less likely to apply to jobs unless they meet every single qualification. At Grand Challenges Canada, we are dedicated to building a diverse, inclusive, authentic, and accountable workplace, so if you're excited about this role but your experience doesn't align perfectly with every qualification in the job description, we encourage you to apply as you may be the ideal candidate we are looking for.

#### **Location and Work Requirements:**

- We are currently working in a hybrid model. However, as a condition of employment, all GCC staff are required to be available to travel to, and work from the Toronto main office, as business and operational needs require. Any expenses related to travel and or relocating to Toronto are the sole responsibility of the employee and will not be reimbursed by GCC.
- Applicants must be eligible to work in Canada.

#### **Benefits**

- Health and Dental provided by Sunlife Canada effective on start date.
- Enrollment in the Healthcare of Ontario (HOOPP) Defined-Benefit Pension Plan
- Four (4) weeks of paid vacation per calendar year (prorated)
- Four (4) day work week (with Friday as a flex/off day), excluding weeks with Statutory holiday (program reviewed annually)
- Access to Employee Assistance Program (EAP), and UHN added value benefits such as fitness, spas and wellbeing, hotels and travel services, and retail discounts.
- International SOS (ISOS) travel safety and supports around the world.
- Bring-your-own-device (BYOD) cell phone allowance
- Professional development allowance
- New Temporary Work Relocation – work remotely for up to 90 days, almost anywhere in the world.

#### **Term**

- Start date: As soon as possible
- Full-time, Permanent

#### **Application process**

- Please submit your resume and cover letter [here](#).