

# ACTRA

ACTRA (Alliance of Canadian Cinema, Television and Radio Artists) is the national union of over 28,000 professional performers working in English-language recorded media in Canada, including TV, film, radio, and digital media. ACTRA's principal role is to negotiate, administer and enforce collective agreements to provide performers with equitable compensation as well as safe and reasonable working conditions.

- *Do you thrive on solving challenging technology problems?*
- *Are you a strategic thinker, always challenging your team for creative solutions?*
- *Are you a people engager who develops win-win partnerships internally and externally?*
- *Do you want to work with a dedicated team of professionals? If so, come join the movement. You're in Good Company at ACTRA.*

## **ACTRA National is seeking a full-time Director, Information Technology & Digital Solutions**

### **Position Scope:**

Under the direction of the Senior Director, Finance, Information Technology & Digital Solutions and Operations, the Director, Information Technology & Digital Solutions (ITDS) is responsible for the effective planning, organization and operation of information technology systems, services and support across ACTRA. This individual oversees ITDS project coordination, resource management, supervision of ITDS staff, as well as communication with executive team, business unit leaders, and end users. The Director, ITDS is also responsible for ITDS strategic and tactical planning, as well as identifying, selecting, and deploying the appropriate technology resources that will support ACTRA's overall strategic plan.

### **Responsibilities:**

- Lead the information technology and systems strategy for the organization and execution of all IS components of the ACTRA Strategic Plan.
- Analyze IT infrastructure and systems performance to assess operating costs, productivity levels, upgrade requirements, and other metrics and needs and recommends technical solutions.
- Maintain business continuity protocols for security of systems, networks, and enterprise information, to minimize disruption to business operations in the event of emergency situations or data loss.
- Ensure the consistency and maintainability of existing applications by creating, enhancing, and enforcing standards and procedures for implementing technical solutions.

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- Identify opportunities and recommend solutions that will enhance or improve current business processes.
- Develop and execute governance processes to balance the competing demands of maintaining legacy platforms support while driving strategic initiatives.
- Participates on all hardware and software evaluations and maintains vendor contracts.
- Design and implement a software development methodology, software maintenance processes and software portfolio governance.
- Blueprint new enterprise architecture resulting in further business agility, reduced integration costs, and deeper insights on system behaviors.
- Partner with the Senior Director, Finance, ITDS and Operations to develop budgets and plans for technology, IT Services and staffing levels in conjunction with current and long-range objectives
- Ensures software, hardware and network installs, re-installs, upgrades, moves, changes, and relocations are made when necessary and cost effectively.
- Manage projects or special initiatives as assigned.
- Oversee project management for IT-related undertakings, including clear capture of business requirements, provision of functional deliverables, milestone planning, stakeholder relationships, budget management and project post-mortems.
- Ensure that applicable project management practices are followed throughout project lifecycles.
- Manage department expenses, negotiate and administer contracts with consultants, outside technical personnel and vendors for services and cost-effective acquisition of technology purchases and enforce warranties and service agreements.
- Develop working knowledge of all ACTRA Collective Agreements and the Constitution and By-Laws.
- Attend and participate in ACTRA National Council and Executive meetings by preparing and facilitating presentation materials when required.
- Prepare IT management reports and coordination of IS Steering meetings.
- Review and support the Manager, ITDS in people management strategies, progress of work, resolving problems or issues and ensure that standards for quality and quantity of work are met
- Supports the Manager, ITDS to establish employee development plans including formal training and contingency planning.
- Stay informed on new or emerging trends and technologies that provide clear benefits to the organization, business partners, and/or customers.
- Provides support coordination for the ITDS team, in their day-to-day responsibilities.
- Work in compliance with ACTRA policies and procedures.
- Perform other related duties as assigned within the scope of the position.

## **Qualifications:**

- University degree in computer science or management information systems or related field

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- Minimum 10 years of direct work experience in an IT management capacity required.
- Previous work experience in a unionized environment is considered an asset.
- Able to build and maintain lasting relationships with business units, corporate departments, key managers, and other stakeholders.
- Strong consensus builder with customer service mindset.
- Strong overall knowledge of programming concepts, software development cycles, and associated tools and platforms including SQL, C# and .Net
- Proficiency with VPN networks, firewalls, encryption, and other aspects of network security technologies.
- Familiar with databases and operating systems such as SQL server and Windows server.
- Experience with the software development and architecture framework of the Microsoft ecosystem including the Azure cloud environment.
- Highly effective project management skills.
- Sound leadership, staff management, and teambuilding skills.
- High degree of resourcefulness, flexibility, and adaptability.
- Strong negotiation and prioritization skills.
- Demonstrated ability to connect with an inter-disciplinary team.
- Appreciation for and commitment to delivery of high-quality work.
- Able to effectively communicate both verbally and in writing.
- Effective communication skills with individuals at all levels of the organization.
- Experience in handling/interacting with technical teams and discussing technical architecture.
- Excellent problem-solving skills with the ability to mitigate risks through identification of issues, development and evaluation of options and implementation of solutions

## Application Process:

Interested applicants are invited to submit a resume and cover letter, to [humanresources@actra.ca](mailto:humanresources@actra.ca) **quoting '2022-34 Director, ITDS' in the email subject line.**

*ACTRA is committed to employment and pay equity and we encourage applications from all equity seeking groups, including but not limited to, Indigenous and other racialized communities, people with disabilities, and 2SLGBTQIA+ communities. In compliance with the Accessibility for Ontarians with Disabilities Act ('AODA'). If you require accommodation for a disability during any stage of the recruitment process, please notify Human Resources.*

Thank you for your interest in joining us. Only those selected for an interview will be contacted.