



Position Title: Program Manager, Operational Technologies

Position Status: Full-Time Regular

Department: Water Services

Employee Group: Exempt

Location: 4515 Central Boulevard, Burnaby

Salary Range/ Wage Rate: Management / Leadership, Level M3B (\$138,719.13 - \$163,194.52 annually)

Our Water Services Department is seeking a Program Manager, Operational Technologies who will lead and oversee the teams responsible for all aspects of Operational Technology, SCADA and Industrial Control Systems in use in Metro Vancouver treatment and transmission facilities that provides drinking water to 2,800,000 residents.

You are: comfortable working in a fast pace 24/7 environment, an excellent communicator with superior leadership skills, comfortable supporting OT used within critical infrastructure facilities who can make decisions and provides recommendations on a variety of issues with broad policies and mandates as guidelines.

The Program Manager, Operational Technologies reports to the Division Manager, Technical and Support Services.

This role:

- Manages the operation, maintenance, commissioning and enhancement of Operational Technologies (OT) for Water Services, including the Supervisory Control and Data Acquisition (SCADA) system, the water treatment plant (WTP) Industrial Control Systems (ICS), data communications network systems and voice radio communication systems. Leads a team of professional and technical staff responsible for OT engineering, project management, software specialist and communications technologist work. Maintain and update emergency response plans for SCADA and ICS.
- Provides technical and strategic advice to other departments and divisions on capital projects related to automated control required for Water Treatment Plants and Transmission System. Ensures that new processes and equipment are commissioned with proper documentation and equipment is decommissioned with proper oversight and approvals.
- Accountable for budget administration, preparation and reporting. Monitors and controls spending ensuring the effective and efficient expenditure of allocated funds. Develops and reviews RFQ's, RFP's and tenders, working with Purchasing to ensure the timely award of contracts. Contributes to the preparation of long-range financial plans and provides input to strategic initiatives.

- Provides guidance on technical issues, corporate policies, and project management guidelines and ensures work is undertaken in conformance with corporate standards and policies. Makes independent decisions and recommendations within broad policies and mandates and uses judgment and ingenuity to devise practical and economical solutions.
- Develops or provides input to ICS and SCADA technical standards, policies and procedures in accordance with corporate objectives. Sets group standards considering all relevant information such as applicable design codes, specifications and previous experience.
- Makes decisions and/or recommendations on hiring engineering and technical consultants based on workload, costing, scheduling, expertise, and other factors. Oversees work carried out by multi-disciplinary consultants and contractors, including reviewing and providing direction on design, construction and contract administration. Ensures work is undertaken in conformance with corporate standards and policies and meets the requirements of projects.
- Prepares and reviews a range of written material including reports, recommendations, technical memoranda and technical specifications. May deliver presentations for various audiences including the public as required.
- Supervises, directs and motivates staff monitoring performance towards division, department and corporate objectives; ensures staff adhere to workplace conduct and purchasing policies. Leads, coaches, mentors and develops staff recognizing the importance of leadership, supervisory and technical training; develops and sustains a flexible workforce encouraging staff to pursue opportunities that complement their skills and experience.
- Works collaboratively with staff to resolve complex technical, design, operational, or interpersonal issues staff encounter while doing their work. Facilitates information sharing among staff to transfer knowledge and experience and increase the efficiency and effectiveness of the team.
- Establishes effective working relationships with various outside agencies and internal departments. Works collaboratively with departmental staff to deliver on strategic initiatives.
- Upholds Metro Vancouver's reputation through positive and forthright dealings with other organizations and members of the public. Understands the organizational culture and the processes/mechanisms necessary to attain work objectives.
- Performs other related duties as required.

To be successful, you have:

- Bachelor of Applied Science Degree in Engineering; or Technology Diploma in Computer Systems or Instrumentation. 8-10 years of recent related experience; or an equivalent combination of training and experience.
- Membership or eligibility for immediate membership as a registered Professional Engineer (P.Eng.) with the Engineers and Geoscientists of British Columbia (EGBC) or membership as a registered Technologist with the Association of Applied Science Technologists and Technicians of BC (ASTTBC).
- Lean Six Sigma certification is an asset.
- Extensive technical expertise and understanding of relevant OT engineering principles and demonstrated experience with commissioning infrastructure in a large utility setting. Demonstrated ability to resolve process/system technical related problems and lead process optimization initiatives.
- Ability to interpret, apply and advise others on OT engineering and related guidelines such as technical manuals, associated Metro Vancouver Project Management Guidelines (PMG), codes and regulations, EGBC (Engineers & Geoscientists British Columbia) Professional Practice Guidelines and Development of Safety – Critical Software Guidelines, contracting policies, safety regulations and corporate and Board policies. Ability to adapt or adjust guidelines and procedures for unique or problem situations.

- Excellent written and oral communication skills including well developed report writing and presentation skills. Ability to communicate complex information and implications to diverse audiences.
- Strong interpersonal skills and ability to build and maintain effective working relationships. Skill in dealing openly, tactfully and sensitively in a variety of situations. Ability to effectively lead a team and work collaboratively. Deals effectively with disagreements and prevents the escalation of conflict.
- Proven ability to use judgment to resolve complex problems with diverse implications and provide direction for critical and urgent matters. Ability to develop new procedures and plans to address problems and improve efficiencies considering the long-term implications of decisions and actions. Seeks to include staff in decisions that will impact them; works cooperatively to resolve differences of opinion.
- Sound budgeting and financial management skills. Ability to monitor budgets, meet financial objectives and ensure the effective and efficient expenditure of allocated funds.
- Proven contract administration and project management skills and excellent attention to detail including the ability to troubleshoot and resolve complex contractual issues. Demonstrated ability to lead a complex series of project components and deliver projects on time and on budget.
- Ability to manage a complex portfolio of work while establishing ambitious and challenging goals; demonstrated ability to deliver on multiple projects simultaneously; demonstrates persistence in overcoming obstacles. Responds to changing priorities due to internal or external pressures resulting in revised schedules and a reallocation of resources.
- Sound ability to supervise, coach and guide others while enhancing individual and team effectiveness. Ability to mentor and foster the development of direct reports.
- Proficiency using Microsoft Office programs including Word, Excel, Outlook and Project.
- Valid BC Class 5 Driver's License.

Our Vision:

Metro Vancouver embraces collaboration and innovation in providing sustainable regional services that contribute to a livable and resilient region and a healthy natural environment for current and future generations.

At Metro Vancouver, we are committed to cultivating a diverse, safe, equitable, and inclusive work environment for all. We strive to attract and retain a talented, diverse workforce that is reflective of the region we serve. If an accommodation is required during the recruitment and selection process, please contact careers@metrovancover.org for support. Learn more about our commitments to diversity, equity, and inclusion [here](#).

Please follow this link <https://metrovancover.org/about-us/careers> to our Careers page where you can submit your application by November 4, 2024.