



Shape a place
where people
want to be

Position Title: Supervisor, Digital Strategy and Architecture

Position Status: Full-Time Regular

Department: Human Resources and Corporate Services

Employee Group: Exempt

Location: 4515 Central Boulevard, Burnaby

Salary Range/ Wage Rate: Management / Leadership, Level M2 (\$126,613.83 - \$148,970.80 annually)

Our Human Resources and Corporate Services Department is seeking a Supervisor, Digital Strategy and Architecture who will lead the development, implementation, and support of digital strategies, enterprise architecture, and data-driven solutions. This role will oversee system integrations, database management, and data analytics while ensuring alignment with corporate IT standards and best practices.

You are: A strategic and results-driven leader with a deep understanding of enterprise systems and digital transformation. You have experience managing complex technology projects, optimizing system integrations, and enhancing data analytics capabilities. With strong problem-solving skills and a collaborative approach, you excel at working with stakeholders to develop solutions that meet evolving business needs while ensuring security, efficiency, and scalability.

The Supervisor, Digital Strategy and Architecture reports to the Division Manager, ERP System Digital Strategy & Project Management.

This role:

- Manages the development, implementation and ongoing support of the IT Digital Strategy, Enterprise Architecture Plan and enterprise business system applications. Works collaboratively with client departments and IT staff to identify, plan and implement solutions ensuring compatibility and integration with other business systems as required. Acts as a resource to protect and safeguard corporate data and systems.
- Contributes to preparing and managing the Division's budget and is responsible for monitoring and controlling spending ensuring the effective and efficient expenditure of allocated funds. Contributes to short and long term planning.

- Manages a complex portfolio of work and provides highly specialized support, guidance and oversight for IT Digital Strategy, systems related to the corporate enterprise data model, as well as associated projects of varying size and complexity.
- Researches IT trends and new technologies to ensure that the corporation's IT environment is current with industry trends and best practices. Provides guidance for IT dependencies as they pertain to digital strategy, enterprise architecture, and the corporate enterprise data model. Prototypes, evaluates and develops technical solutions to address business needs including challenging matters related to systems and data architecture, integration and security.
- Contributes to preparing and evaluating requests for proposals for the IT Digital Strategy and Architecture. Makes recommendations for awarding contracts ensuring the long-term viability and compliance of solution with corporate standards and policies. Participates in the negotiation and administration of contracts with vendors; develops and maintains relationships with vendors.
- Manages the planning and delivery of diverse projects and ensures projects are managed using sound project management principles and methodologies. Acts as project manager for major MV business systems development/enhancement projects.
- Acts as a resource to resolve issues encountered by staff and clients. Assesses and evaluates performance issues and makes decisions regarding the best approach for resolving problems. Addresses sensitive and complex issues regarding client dissatisfaction, scope and budget creep and works collaboratively to bring projects back on track making decisions to escalate matters to a more senior level as required.
- Makes decision regarding resources required and work assignments for staff and contractors. Provides leadership to staff and contractors for making decisions, setting priorities, developing work strategies and engaging and communicating with clients. Responsible for establishing governance, controls, procedures, templates and tools for business application delivery and maintenance. Addresses resource gaps by reassigning staff, prioritizing work and hiring consultants as required.
- Hires, supervises, directs and develops staff, monitoring performance towards division, department, and corporate objectives. Ensures staff adhere to corporate workplace conduct policies. Leads, coaches, and develops staff recognizing the importance of training.
- Performs other related duties as required.

To be successful, you have:

- 5 years of recent, related experience supplemented by a university degree in Business or other relevant discipline; or an equivalent combination of training and experience.
- Experience with enterprise business systems applications, such as, but not limited to Unit4, PeopleSoft, Unit4 ERP, Hexagon EAM, and/or Questica is desired.
- Experience with the Microsoft toolset including, but not limited to the following: Azure, Azure AD, and PowerBI is an asset.
- Experience with IT technologies such as database management, system integrations, data analytics, and enterprise architecture is an asset.

- Certification as a Project Management Professional is an asset.
- Sound technical knowledge and analytical abilities related to information technology digital strategies, IT systems planning at the enterprise level, developing a corporate enterprise data model including integration standards, data dependencies and referential integrity. Demonstrated ability to provide solutions in accordance with corporate policies and industry best practices. Broad knowledge of IT architectures and ability to align solutions accordingly.
- Considerable knowledge in designing, developing, and deploying cloud based technologies.
- Understanding of DevOps and its function within the systems development life cycle to provide continuous delivery of high software quality.
- Sound understanding of project management principals. Demonstrated ability to manage projects using both waterfall and agile methodologies.
- Sound knowledge and understanding of Metro Vancouver's business functions, processes and objectives. Ability to provide advice, solutions and recommendations aptly suited and tailored to differing business needs. Considerable knowledge of corporate policies, procedures, goals and regulations.
- Sound written and oral communication skills. Ability to provide clear instructions and translate highly technical information to language easily understood by a variety of audiences. Ability to write and revise memos, reports, and recommendations.
- Demonstrated ability to establish and maintain effective working relationships with internal and external contacts. Strong customer service orientation and ability to tactfully respond to inquiries and complaints and effectively resolve the concerns of sometimes highly frustrated client groups. Proven ability to work cooperatively with others; ability to deal with disagreements and prevent the escalation of conflict.
- Ability to manage and monitor budgets ensuring the effective and efficient expenditure of allocated funds within the approved budget. Ability to manage contracts with service providers and contractors.
- Demonstrated supervisory skills and abilities including the ability to consistently apply and explain corporate policies and collective agreements. Provides constructive and motivating feedback to staff.
- Ability to use judgment to resolve complex problems with considerable impacts on the ability to conduct business effectively and efficiently. Acts as a resource to staff for advice and guidance on potential approaches and problem situations. Demonstrates persistence in overcoming obstacles.
- 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.

Metro Vancouver employees proudly serve the region and demonstrate the behaviours and attributes of six leadership competencies: Accountability, Adaptability, Building and Nurturing Relationships, Communication, Continuous Learning,

and Strategic Thinking and Action.

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 March 20, 2025.