

Full Time, Information and Technology Team Lead

Who We Are

For over 100 years, The Elliott Community has had the privilege of providing care to citizens of Guelph and surrounding area. The Elliott offers resident-centered living choices for every stage of life, including independent living, retirement living and long term care. As a not for profit, charitable organization, we are dedicated to providing the highest quality of life for our residents in a caring and inclusive home-like community.

The Opportunity

The Team Lead, Information and Technology role works closely with all departments to provide leadership, insight and expertise in supporting the on-going evolution, expansion and improvement of technology services. The Team Lead, is responsible to oversee activities and coordinate efforts of members of the IT team, including contractors, to ensure the delivery of high quality service to maintain, implement and integrate information systems at TEC.

This role is forward thinking and applies experience, knowledge, expertise and analytical skills to translate the needs of the organization into actionable solutions and to maximize the use and value of systems. As part of the Senior Leadership team, the Information and Technology Team Lead, works closely with internal resources, IT contractors and vendors to resolve system related issues and plays a key coordination role in delivery of services, ensures cyber security and risk is managed and enables the organization to plan and implement strategic goals.

Reporting to Chief Finance Officer, Corporate Services, the Information and Technology Team Lead, may interact daily with residents, families and any level within the organization and must work closely with their team as an integrated services delivery organization.

Responsibilities and Duties

Strategic Leadership & Team Management

- Guide and mentor the internal IT team and external contractors, fostering a culture of high quality service and continuous improvement.
- Collaborate with the CFO and leadership to align technology initiatives with the organization's strategic goals and healthcare standards.
- Oversee Cybersecurity by establishing and monitoring robust policies and procedures to manage organizational risk.

System Integrity & Service Delivery

- Lead technical operations, including the coordination of helpdesk, desktop, and infrastructure support to ensure system stability and availability.
- Manage incident response for large-scale software issues, ensuring timely resolution and maintaining a strong perception of service excellence.
- Maintain partnerships with vendors and IT contractors to ensure integrated service delivery across all health information systems.

Project Management & Innovation

- Execute the full lifecycle of systems development, from initial needs assessments and workflow analysis to validation, training, and reporting.
- Drive digital transformation by evaluating emerging technologies and recommending solutions that make work more productive for our staff.
- Liaise with stakeholders across departments to identify opportunities for process efficiencies and improved data sharing.

Quality & Safety Commitment

- Ensure compliance with health and safety standards by exercising due diligence, investigating accidents, and training staff on safe work practices.
- Support clinical excellence by providing tools that enable staff to make informed decisions and help residents stay connected to their families.

The Ideal Candidate

- Has 5-7+ years of experience in technical systems support, IT infrastructure.
- Ideally, 2+ years in a leadership role in a healthcare or technical environment is an asset.
- Bachelor's Degree in Computer Science, Information Technology, Software Engineering, or a related field.
- Ontario College advanced Diploma in Systems Evaluation, Computer Programming, Network Technology or related field.
- Acceptable combination of a post-secondary diploma and significant progressive technical experience in a leadership capacity.
- Post Graduate Certificate in Project Management, Business Analysis, or IT Management (highly preferred).

- Proven ability to lead, motivate and direct teams.
- Business Analysis, LEAN, or PMP certifications are an asset.
- Knowledge of healthcare workflows in a clinical setting.
- Experience with network, infrastructure, telephony and desktop technologies.
- Ability to communicate ideas in, technical, and user-friendly language.
- Well-developed communication, interpersonal and organizational skills with a strong focus on service excellence and relationship management.

What We Offer

- This is a permanent full time opportunity, for an existing vacancy.
- A competitive compensation package (annual salary range \$78,000. - \$88,000.) with participation in the OMERS pension plan and extended health and dental benefits for qualifying staff.
- A flexible work environment and an opportunity to collaborate with goal oriented professionals and make meaningful contributions in the lives of our residents.

How to Apply

If you thrive in a value based, performance driven environment and enjoy a challenge, please send your resume to humanresources@elliottcommunity.org

The Elliott Community is an equal opportunity employer that values diversity in the workplace. We are committed to building a diverse and inclusive workforce that reflects the diversity of the community we serve. We welcome and celebrate the valuable differences among each of us and accept applications from all qualified persons.

We are happy to accommodate any individual needs in keeping with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require an accommodation in order to participate in the hiring process, please contact us to make your needs known in advance (In compliance with AODA, 2006, Integrated Accessibility Standards 2011, Employment Standards). If you require assistance in completing a job application due to a disability please contact Human Resources directly. Information collected during this process will be used for recruitment purposes only.

As a health care institution, our highest priority is the safety of residents, staff and families. As a result, we are adopting all prevention measures to ensure the safety of our residents, staff and families. Vaccines are a proven, safe and powerful weapon in our battle against COVID-19. Now that vaccines are widely available and recognizing that our staff are already vaccinated against influenza and Covid-19, vaccination will be an enduring condition of employment for all new hires, except when impossible due to legitimate, established exceptions. Covid-19 vaccination status must be consistent with the prevailing definition provided by The Ministry of Health and LTC: a person who has received all recommended COVID-19 vaccine doses, including any booster dose(s) when eligible.