

We're looking for a business-focused software development leader to enhance processes and bring people together!

The Organization:

Teranet, an international leader and pioneer in electronic land registry systems, has been licensed by the Government of Manitoba to operate Teranet Manitoba, a statutory registry proving certification of titles to land, maintaining land records and offering reliable information of financial interest in personal property to the public. Teranet Manitoba consists of two registries, the Land Titles Office and the Personal Property Registry. Teranet Manitoba has six district offices in Manitoba located in Winnipeg, Brandon, Portage La Prairie, Morden, Dauphin and Neepawa. For more information, please visit: www.teranetmanitoba.ca

The Opportunity:

Reporting to the Director, IT Systems Development, Registries Manitoba, the **IT Service Delivery Manager** provides general management and support for day to day activities in the areas of software development, testing and application support. This individual will provide leadership to the development and application and database support teams, and will foster a collaborative approach focused on quality, continuous improvement, employee development and high performance. Teranet Manitoba is seeking a productive and resourceful individual who can lead and implement IT business process and SDLC practices that extend beyond systems excellence to people dynamics. The incumbent will work with all levels of the organization and act as liaison between Manitoba and Ontario on network and infrastructure matters to ensure optimal IT operational processes.

Key Responsibilities:

- Foster a culture of collaboration, teamwork and continuous improvement among IT staff, encouraging respect, employee engagement and promoting open-communications, innovation and proactive problem-solving consistent with the organizations mission, vision and values;
- Ensure industry best practices and standards including IT change management methodologies and ITIL processes and procedures as well as effective monitoring, control and support of service delivery for systems, processes and methodologies;
- Contribute to and implement IT policies, procedures and documentation as needed to provide reference material directly relevant to IT operations;
- Work closely with human resources to recruit, interview, select, hire, employ, train and develop a high performance IT team;
- Provide regular feedback, mentoring, recognition, including goal setting, performance development planning and disciplinary action;
- Work in partnership with the director and architects on related strategic operational and architectural planning and delivery, providing recommendations for development, production and sustainable integrative solutions and support;
- Collaborate with the infrastructure and data centre group in Ontario to ensure secured and quality services are provided to Manitoba;
- Play a significant role with external service providers, ensuring appropriate skills, resources and service levels are met or exceeded.

Selection Criteria:

- University degree or diploma in computer science, or other relevant education;
- 7+ years of practical IT application development and support experience;
- 3+ years of experience in a technical leadership role, hiring talent, leading, managing, supervising and coaching development teams;
- Strong knowledge of ITIL is required;
- Formal training in project management or equivalent combination of project management experience;
- Knowledge of DevOps, Agile, RDA and Cloud is an asset;
- A collaborative leader who excels at building relationships in a matrix organization, locally and across the business;
- Demonstrated experience meeting development objectives by forecasting requirements, scheduling expenditures and analyzing variances;
- A critical thinker with ability to identify opportunities and exercise strong judgement and decision making;
- Exceptional written and verbal communication and organization skills to prioritize work, balance tasks and contribute to complex projects;
- Ability to conceptualize and communicate technical and non-technical information to a variety of different stakeholders in a fast-paced and changing environment;
- Ability to provide occasional off-hour operational and-or technical support.

TO APPLY IN CONFIDENCE, PLEASE SUBMIT A RESUME AND COVER LETTER

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