

## DIRECTOR INNOVATION AND TECHNOLOGY

STATUS	Full-time
REPORTING TO	Chief Operating Officer
LOCATION	Ottawa, ON
START DATE	February 2020

## SUMMARY

The Coaching Association of Canada (CAC) unites stakeholders and partners in its commitment to raising the skills and stature of coaches, and ultimately expanding their reach and influence. Through its programs, the CAC empowers coaches with knowledge and skills, promotes ethics, fosters positive attitudes, builds competence, and increases the credibility and recognition of coaches.

This role requires a transformative leader who can change the landscape of innovation in the not-for-profit sector in the country. Adept at identifying and building strategic business partnerships to enhance service offerings, the director will help form new relations to enhance service offerings across a broad stakeholder base. This person should also have the ability to identify new and different sources of investment into technology and innovation to expand the current capabilities and limited capacity within the organization.

Reporting to the COO, the Director, Innovation and Technology will provide leadership and oversight of our Technology Platform. The director will have knowledge of optimizing a Microsoft environment for administrative, back-office functions as well as lead a small team of developers for a custom-built solution (The Locker). Key areas of focus include data management policies and protocols, developing customer-centric technology solutions and extensive partner engagement. The director also will establish a clear innovation process, identifying new opportunities and creative ways to fund and implement innovation in support of the vision of the CAC

## DUTIES & RESPONSIBILITIES

### INNOVATION

#### **Guide the CAC in its quest to be an innovative Multi-Service organization**

- Identify and build new strategic partnerships to enhance organizational capabilities and capacity.
- Capitalize on new and creative investment sources to enhance the CAC's ability to innovate and meet stakeholder needs.

#### **Establish an innovation process for the organization**

- Establish and maintain a process to develop new ideas and innovative strategies for product development or business opportunities.
- Identify, prioritize and develop new products or services to ensure the association's overall values, visions, and mission are achieved.
- Ensure a collaborative approach across departments to discover new solutions and approaches to old problems.

## **TECHNOLOGY**

### **Optimize the administrative, back office infrastructure**

- Ensure the Microsoft, cloud-based environment (SharePoint Online/Office 365/Azure) functions optimally.
- Determine how to enhance the current and future use of tools in areas such as document and knowledge management.

### **Product development**

- Lead the design and delivery of Locker enhancements to the partnership.
- Ensure a high degree of interaction occurs with partners and staff to understand and prioritize development needs.
- With support from legal, develop agreements and policies around new products, data privacy, consent and use.

### **Lead the IT team**

- Lead and oversee a small team of Technology Platform developers and an IT Administrator.

## **EDUCATION AND/OR EXPERIENCE**

An equivalent combination of the following education and experience will be considered:

- A degree in information technology, engineering, or information management.
- Minimum of 10 years' experience as a project manager.
- 10 years' experience in information technology.
- Experience in leading innovation efforts within an organization.
- Experience in leading highly qualified IT professionals.
- Extensive understanding of the project development cycle in information technology.
- Experience in excellent stakeholder management, with the ability to win strong support for ideas.
- Significant experience in management, prioritization, balancing competing demands and delivering in line with objectives and quality.
- Experience and understanding of a service environment.
- Excellent communication skills.
- Experience and awareness of governance, financial management, change management and risk management and innovation.
- Understanding of the Canadian sport culture, knowledge of the NCCP and sport system in Canada are considered an asset.

## **SKILLS & ATTRIBUTES**

- Possess strong problem solving, quantitative, and analytical abilities.
- Ability to think innovatively, strategically, and critically, with proven problem-solving skills, excellent judgment, and is comfortable working in a changing environment.

- Excellent leadership and interpersonal skills with the ability to motivate others, build partnerships and generate consensus.
- Possess strong project management acumen with the ability to take ownership of project timelines and development plans to achieve project goals and responsibilities.
- Ability to communicate effectively in English and French would be a very strong asset.

#### APPLICATION DETAILS

The CAC is committed to creating an inclusive and diverse work environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, ancestry, place of origin, color, ethnic origin, citizenship, creed, sex, sexual orientation, record of offences, age, marital status, family status or disability. Salary based on previous experience and education.

Please send your resume and cover letter with salary expectations by **January 17 2019** to [hr@coach.ca](mailto:hr@coach.ca). All responses are appreciated, however, only those selected for an interview will receive a reply.