



## **Opportunity Profile**

### **Chief Technology Officer**



## About Bromwich+Smith

<https://www.bromwichandsmith.com>

The purpose of Bromwich+Smith is to empower Canadians to create a healthy financial life by helping them to take control of their finances. By creating a more financially resilient Canada – one solution, one person, one connection at a time, Bromwich+Smith helps people through some of the toughest, most emotionally challenging points in their lives. They give Canadians the advice, attention, and confidence to tackle their debt, regain control of their finances and plan for a brighter future.

At Bromwich+Smith, they understand the stress that debt can put on you. They know it's hard to talk about debt, and their judgement-free advice will help you make the best decision. Bromwich+Smith help thousands of Canadians every year who are struggling with overwhelming debt by providing permanent debt relief options such as a Consumer Proposal or Bankruptcy. As Licensed Insolvency Trustees, Bromwich+Smith are the only debt relief professionals licensed and regulated by the federal government.

### Corporate Values

- People come first
- Committed in heart and mind
- Succeed together
- Own it
- Find a better way
- Do the right thing

## The Role: Chief Technology Officer

Reporting to the President & CEO and working collaboratively across all departments, this position is accountable for developing and executing a technology strategy in alignment with the overall vision, purpose, long-term strategic plans and short-term objectives. As a key member of the executive team, the CTO will play a pivotal role in shaping the future of the organization by providing technology leadership, working to accelerate innovation in technology systems to enable the customer and employee journey, as well support the company's digital transformation goals. This includes the development of a technology

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roadmap for the organization that aims to gain and maintain a competitive advantage within the industry while adopting a holistic and sustainable approach to all aspects of the CTO function.

The CTO is responsible for direct leadership over the Director, IT and a total team of 5. With the support of the CEO and in collaboration with the other executive team members, the CTO will align the IT function with the strategy and objectives of the organization.

## Key Responsibilities

### Responsibilities for this position are:

- Developing and meeting the organization's strategic business objectives as part of the Leadership Team.
- Developing strategies for advancing partnerships, technology platforms, and external relationships.
- Provide leadership, mentorship, vision, and management to the IT department.
- Innovate and foster a culture of innovation and continuous improvement.
- Drive automation and digitization of internal processes, core delivery services, customer and employee journeys.
- Prepare and manage the technology budget, ensuring effective cost management and ROI.
- Evaluate and implement emergent technologies to improve the company's performance and competitive position. This includes evaluating, recommending and integrating AI technologies to enhance core service delivery and internal business processes.
- Lead technology projects from inception to completion, ensuring they are delivered on time, within scope and within budget.
- Analyze the costs, risks, and business value of current and potential technologies.
- IT governance, risk management, and compliance.
- Disaster recovery and business continuity; develop and maintain the organization's BCP (Business Continuity Plan).
- IT staffing – recruiting, developing, and retaining.
- Developing and meeting the organization's strategic business objectives as part of the Leadership Team.
- IT and business process reengineering.
- Develop and recommend an enterprise-wide data governance approach.
- Ensure robust cybersecurity measures are in place to protect company data and systems and protect customer data.

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- Outsourcing where appropriate, partner and vendor management, and technology procurement.
- Develop and establish IT operating policies and approaches, including evaluating overall effectiveness of IT services and functions.
- Oversee the development, design, and implementation of new applications and changes to existing applications and IT systems.

## The Person

- Proven track record of leadership in a technology-focused role, preferably as a Director of IT, VP IT, or CTO; ideally you bring 10-15 years experience in IT management with leadership in a complex organization.
- Experience in strategic planning and execution; strong strategic and business mindset; business acumen.
- Experience in both written and oral presentations, including writing reports, business cases and presenting to a board of directors.
- Excellent communication skills; experience liaising between all levels of an organization.
- Knowledge of contracting, negotiating, and change management.
- Solid understanding of data analysis, managing financial budgets, and business operations.
- Well-rounded technical background and the ability to understand and manage the entire spectrum of information technology operations.
- Solid background in architecting IT systems, and planning and implementing IT integrations.
- Project management experience: ability to simultaneously manage several projects.
- Platform, application, and data integration experience; data security; technology and operations analysis.
- Business Intelligence and Business Analysis.
- Datacenter infrastructure, converged infrastructure, cloud, and virtualization.
- Skilled and experienced on all Microsoft tools and technologies, including Microsoft Azure.

## Desired Education and Experience

- Bachelors degree in Computer Science, Computer Engineering, or equivalent; Masters degree preferred.
- Several years of progressively senior level leadership experience in a complex organization.

## Competencies & Personal Characteristics

- **Accountable** – Solutions-focused, organized multi-tasker who adapts well to change; a team player; has ability and willingness to keep learning, time and self-management skills; effective at meeting deadlines, balancing priorities, multi-tasking, and getting the job done.
- **Visionary** – Develops new insights into situations; questions conventional approaches; encourages new ideas and innovations; designs and implements new or cutting-edge programs and processes.
- **Strategic** – Develops/implements a plan in support of organizational strategic direction. Demonstrates an understanding of the link between job responsibilities and overall organizational goals and performs one's job with the broader goals in mind.
- **Good Negotiator** – Treats staff, peers, and colleagues with respect; resolves conflicts both respectfully and in a timely manner; negotiates effectively, providing effective feedback to colleagues and employees.
- **Communication** – Strong communication and interpersonal abilities; writes and presents with clarity and purpose; communicates effectively in positive as well as negative circumstances; listens well.
- **Leadership** - Achieves desired organizational results by encouraging and supporting the contribution of others; a proactive and positive team player who acts with a sense of urgency and leads by example; sets and communicates clear goals.
- **People Development** – Fosters long-term learning and development of others through coaching, managing performance and mentoring; has a genuine desire to develop others and help them succeed with a positive, can-do attitude; recognizes deserving staff and colleagues.

This position is based in Calgary, Alberta and only available to those who are local or willing to relocate to Calgary. You must be located in Canada with a valid work permit.

## Compensation

A competitive compensation package will be provided. Further details will be discussed in a personal interview.

## Express Your Enthusiasm

Email a convincing cover letter and tailored resume to **Shalini Bhatt** or **Chelsey Howarth** at [calgary@leadersinternational.com](mailto:calgary@leadersinternational.com) indicating the job title in the subject line of the email.

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