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CREDIT UNION

DEPOSIT GUARANTEE

CORPORATION

🇨🇦 Alberta

OPPORTUNITY PROFILE

Digital Business Lead

About the Credit Union Deposit Guarantee Corporation

cudgc.ab.ca

Established in 1974 as the Credit Union Stabilization Corporation, we are a pillar of financial security for Albertans. We began with a simple goal – to insure 100% of Alberta’s credit union deposits. In 1976, we broadened our scope by including credit adjudication in our services.

Economic challenges in the 1980s sparked a restructuring of the credit union system, leading to the Government of Alberta providing financial backstops to the Credit Union Stabilization Corporation and appointing an independent Board of Directors.

Known today as the Credit Union Deposit Guarantee Corporation we operate as a government business entity and are funded by industry, not taxpayers. Our 33 employees and seven board members are committed to the financial well-being of Alberta’s credit unions.

Our Mandate

Our mandate is to provide risk-based regulatory oversight and a deposit guarantee to enable Alberta’s safe and sound credit union system.

Our Vision and Purpose

Our vision is an Alberta credit union system that is safe, sound, and competitive within the evolving global financial services environment.

Our purpose is to enable safety and soundness through providing financial institution regulation to jurisdictions within which we operate by being an employer of choice, taking an agile and collaborative approach, and leveraging technology.

Core Values

We are driven by six core values that define who we are and what we stand for:

- **We act with integrity.** We consistently and responsibly carry out our duties in a trustworthy, fair, and ethical manner.
- **We are curious.** We ask questions and continually look for opportunities to innovate while managing risks.
- **We empower.** We set clear expectations and empower others to do their best work.
- **We are collaborative.** We embrace collaboration by respecting, encouraging and valuing diverse opinions and perspectives.
- **We are accountable.** We take responsibility for our actions and hold ourselves accountable for delivering business results.
- **We care.** We care for the psychological safety, health and well-being of one another.

The Opportunity

A Digital Business Lead plays a pivotal role in shaping and advancing the organization's digital workplace and technology capabilities. Reporting to the AVP, Information Management, Technology & Innovation, this role combines strategic leadership with hands-on execution.

The Digital Business Lead will oversee day-to-day IT operations, manage key technology partners, and lead digital transformation initiatives across the organization. With a strong focus on Microsoft 365, data analytics, and emerging AI technologies, this role will enable business efficiency, enhance decision-making, and support our regulatory mandate.

This is an exciting opportunity for a technically strong, business-oriented leader who thrives in a collaborative environment and is motivated by driving meaningful, organization-wide impact.

Key Accountabilities

IT Operations & Vendor Management

- Provide operational oversight of third-party Managed Service Providers (MSPs) and Application Managed Services (AMS), ensuring service levels, performance metrics, and contractual obligations are met.
- Develop and maintain dashboards and KPIs covering infrastructure, networks, end-user support, cloud services, data backup, and retention.
- Establish and maintain least-privilege access controls and accurate inventories of hardware, software, and system access, supported by regular audits.
- Act as the primary liaison between technology vendors and internal business teams.

Digital Strategy, Business Analysis & Delivery

- Partner in the development and lead the execution of our internal digital business strategy.
- Work closely with business units to identify pain points and improvement opportunities, translating needs into practical, scalable technology solutions.
- Lead the design and delivery of digital initiatives using Microsoft 365 tools such as SharePoint Online, Teams, Power BI, and Copilot.
- Manage the full lifecycle of digital projects, from ideation and requirements through deployment and post-implementation review.
- Champion change management, adoption, and training to ensure sustained business value and measurable return on investment.

Data, Reporting & Analytics

- Lead the lifecycle management of data warehouse and regulatory reporting applications.
- Support the organization's use of Power BI by enabling training, best practices, and effective reporting solutions.
- Collaborate with stakeholders on business requirements and technical enhancements related to data and analytics.

Leadership & Governance

- Lead, mentor, and develop team members within the Information Management & Technology function.
- Foster a culture of knowledge sharing, continuous improvement, and innovation.
- Develop and maintain IT policies, standards, and procedures across infrastructure, security, end-user support, and data management.
- Promote cybersecurity awareness and deliver training related to information security and risk management.

The Person

You are a strategic, hands-on technology leader who can bridge business needs and technical solutions. You bring credibility with both executives and technical partners, and you are energized by leading change in a regulated environment.

Qualifications & Education Requirements

- University graduation in Computer Sciences, Information Technology or a related field.
- 6-8 + years of progressive experience in IT leadership roles.
- Strong expertise in Microsoft 365, SharePoint Online, Teams (including Teams Phone and Rooms), Power BI, and related collaboration tools
- Experience with AI-enabled technologies, particularly Microsoft Copilot or similar platforms, with a focus on business adoption.
- Solid understanding of cybersecurity, data governance, cloud infrastructure, and vendor management.
- Demonstrated success leading digital transformation initiatives and managing organizational change.

Core Competencies

- Strategic and critical thinking
- Complex problem-solving and risk management
- Clear, adaptable communication and stakeholder engagement
- Leadership, mentorship, and team development
- Adaptability and continuous improvement mindset

Knowledge, Skills & Attributes

Visionary Digital Leadership

Ability to formulate, articulate, and execute a clear digital and technology vision aligned with organizational strategy. Communicates priorities, expectations, and outcomes in a way that inspires confidence, enables alignment, and supports business and regulatory objectives.

Strategic Leadership

Demonstrated ability to think holistically while attending to operational detail. Proven success in strategic planning, translating digital and technology priorities into actionable initiatives, and leading change in complex or regulated environments. Credible and visible leader who coaches and develops team members and leads by example.

Adaptability

Ability to respond effectively to changing business needs, emerging technologies, and evolving priorities. Demonstrates flexibility, resilience, and sound judgment in navigating ambiguity and balancing competing demands.

Communication & Influence

Open, clear, and straightforward communicator with the ability to engage technical and non-technical audiences. Communicates complex concepts in a practical, accessible manner and presents ideas with confidence, clarity, and credibility.

Collaboration & Team Leadership

Proven success in leading and motivating teams in a collaborative environment. Establishes clear expectations, holds self and others accountable, supports collective decisions, and fosters a culture of trust, engagement, and shared ownership. Effectively addresses conflict and builds alignment around shared goals.

Relationship Building & Stakeholder Engagement

Ability to develop and sustain strong, productive relationships with internal stakeholders, external partners, and service providers. Builds partnerships based on trust, transparency, and shared outcomes.

Problem Solving & Sound Judgment

Strong analytical and problem-solving capabilities, with the ability to assess options, evaluate risk, and make

informed decisions on complex and emerging technology issues. Provides clear direction while balancing innovation, compliance, and operational stability.

Impact & Organizational Influence

Establishes credibility and respect across the organization and with external stakeholders. Works collaboratively and pragmatically to influence outcomes, drive adoption of digital solutions, and deliver measurable business value aligned with organizational needs.

Compensation

A competitive compensation package, including an attractive base salary and excellent benefits, will be provided. Further details will be discussed in a personal interview.

Express Your Enthusiasm

Leaders International values diversity, equity, and inclusion in all aspects of our operations. Candidates are invited to contact us directly with any accommodation requests.

To apply, please email a cover letter and resume (PDF or Word document only—preferably as one document) to **Ardyce Kouri** or **Jessica Park** at apply@leadersinternational.com, and include the job title in the subject line.

Leaders International Executive Search

www.leadersinternational.com