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VANCOUVER EDMONTON CALGARY SASKATOON WINNIPEG TORONTO OTTAWA MONTREAL



OPPORTUNITY PROFILE CHIEF INFORMATION OFFICER

LOCATION: BASED ANYWHERE IN CANADA

FNBC
First Nations Bank of Canada



FIRST NATIONS BANK OF CANADA | CHIEF INFORMATION OFFICER

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THE ORGANIZATION FIRST NATIONS BANK OF CANADA

First Nations Bank of Canada is a federally chartered bank primarily focused on providing financial services to the Indigenous marketplace in Canada. Over 87% Indigenous owned and controlled, FNBC is a leader in advocating for the growth of the Indigenous economy and the economic well-being of Indigenous people. Headquartered in Saskatoon, SK, FNBC takes pride in its workforce of over 63% Indigenous employees working at locations across Canada.

FNBC serves both Indigenous and non-Indigenous clients but places a strong emphasis on meeting the needs of Indigenous communities, governments, and businesses. FNBC services include personal banking, commercial lending, mortgages, and investment solutions, while also extending specialized support to remote and northern communities where access to financial services is often limited. With branches and community banking centres located in key regions, the bank is committed to bridging gaps in accessibility and tailoring financial products to align with Indigenous realities and priorities.

Beyond day-to-day banking, FNBC plays an important role in advancing economic reconciliation by empowering Indigenous ownership and participation in the financial sector. Its initiatives, such as partnering with the Business Development Bank of Canada on a $100 million fund to support Indigenous business acquisitions, highlight its commitment to economic development and long-term sustainability in Indigenous communities.

To learn more, please visit First Nations Bank of Canada's website.

THE OPPORTUNITY CHIEF INFORMATION OFFICER

The Chief Information Officer (CIO) is a key member of the senior management team, providing visible and inspiring leadership while actively pursuing innovative and visionary methods to deliver services effectively and efficiently through a business focus and client service-oriented approach. Reporting to the Chief Operating and Technology Officer (COTO), the CIO will be instrumental in assisting the organization in lean process reviews and redesigns to support the alignment of business processes to digital solutions, the implementation of client-focused solutions, and various change management activities that reduce resistance, improve communication and facilitate collaboration to address the challenges inherent in major technology changes.

Further, the CIO is accountable for service delivery in alignment with program area objectives, corporate goals and priorities, and compliant with regulatory requirements and policies, while meeting the management performance expectations of the COTO and Executive Leadership.



Duties & Responsibilities

- Accountable to collaboratively set the overall strategic vision and direction of the Information Technology services and provide leadership to achieve the business goals and objectives of a complex and multifaceted Corporation and its subsidiaries;
- Proactively pursue continuous improvement and seek out innovative practices for service delivery;
- Accountable to ensure the effective and efficient operations of the IT functions:
  - Create and motivate a dynamic, responsive team of IT professionals



- Hire and train qualified talent
- Set goals and outline deliverables
- Ensure a supportive, productive and empowering work environment

- Responsible to balance customer service expectations while guarding the security of the Corporation's technology assets;
- Collaborate with corporate stakeholders, executive leadership, and business units to develop IT strategies that support each area to meet both current and future needs;
- Direct and support corporate projects for the implementation of technology;
- Responsible for all Information Technology resources;
- Direct oversight of the Bank's technology infrastructure, business solutions, services and all devices connected to the corporate network;
- Direct the procurement of corporate technology products or services. Approve the procurement of technology-related equipment and software; manage vendor relationships and negotiate contracts;
- Manage third-party risk in view of the related OSFI guidelines;
- Develop and implement technology policies and procedures for the Corporation;
- Lead a team to design and implement nimble and effective training for departmental and corporate staff;
- Responsible for the security and integrity of all corporate data and systems;
- Direct the preparation and monitoring of the current Operating and Capital budget for the Information Technology Department and all Corporate Technology projects;



- Write reports and make presentations to the senior management and Board (if required);
- Analyze IT performance metrics, system risks, and costs to provide actionable insights and recommendations to executive leadership;
- Align with the corporate strategy plan and support the roadmap implementation;
- Ensure risk and compliance is supported to meet the regulatory requirement of the bank;
- Stay up to date on the banking regulatory requirements;
- Will perform other related duties as required.

Required Skills/Abilities

- Strong understanding of technological infrastructure;
- Highly analytical and able to solve problems in complex systems;
- Ability to communicate effectively within a diverse group, including presentation skills;
- Understanding of the training and development necessary within an IT team;
- Strong troubleshooting skills to objectively work through system issues;
- Ability to set goals and objectives, as well as financial accountability for projects.



An ideal candidate will possess the following qualifications and experience:

- A University Degree in one of the following areas: Computer Science, Business Administration, Engineering, Sciences, or Information Studies over ten (10) years' progressively responsible management experience in a complex Information Technology environment;
- The ability to travel to offsite locations in a timely and expedient manner as required;
- Excellent oral and written communication skills and the necessary administrative and people skills to maintain effective relations with Business Units, Other Bank Operations and Technology Services staff;
- A good understanding of current technology, trends and the use of technology in a complex business environment, ideally in banking;
- Extensive experience with the implementation of new technology seamlessly within legacy environments;
- Demonstrated experience in problem solving and crisis management;
- Experience negotiating complex computer contracts with vendors;
- General knowledge of principles of accounting, budgets, forecasting, short- and long-range planning;
- The ability to communicate and establish effective relations with all staff levels;
- IT related certifications such as CISSP, CISM, CISA, CCSP, and CEH are considered an asset.



Competencies and Personal Characteristics

Leadership – Achieves desired organizational results by encouraging and supporting the contribution of others; inspires a shared culture by keeping employees informed and working together.

Accountable – Holds self and others accountable for responsibilities; focuses on results and measuring attainment of outcomes in a business focus.

Strategic – Develops a plan in support of organizational strategic direction. Aligns IT initiatives with business goals.

Integrity and Honesty – Demonstrates a resolute commitment to and respect for the spirit behind the rules and core values of the organization, setting an example of professionalism and ethical propriety.

Influential and Collaborative – Has an open and consistent approach to working with others and possesses strong interpersonal skills, with the ability to build relationships and develop/maintain partnerships, obtaining stakeholder agreement.

Creativity and Innovation – Develops new insights into situations; questions conventional approaches; encourages new ideas; designs and implements new or cutting-edge programs/processes.

Effective Working Relationships – Treats colleagues, and stakeholders with respect; resolves conflicts in a timely manner, negotiates effectively, and provides effective feedback to colleagues/employees.

Communication – Clearly presents written and verbal information to provide direction; writes with clarity and purpose; communicates effectively in both positive and negative circumstances; listens well.

People Development – Fosters learning and development of others through coaching, managing performance and mentoring; has a genuine desire to develop others and help them succeed; formally and informally recognizes deserving staff and colleagues.

Partner Group Focused – Anticipates and attends to the needs of internal and external partner group of the organization; keeps stakeholder interests in the forefront.

Technical Proficiency - Applies technical knowledge and skills to achieve business goals.

Project Management - Oversees project budgets, schedules, and timelines for IT team.



COMPENSATION

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

FOR INFORMATION PLEASE CONTACT:

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