



eTracks Tire Management Systems is currently recruiting for the position of **IT Programs Manager**.

Department: Operations

Date created: September 23, 2022

What will you work on?

Reporting to the Chief Operating Officer (COO), you will perform a broad range of business technology, IT Security and data analysis tasks, in addition to overall Enterprise Technology (i.e. eTracks Sustainable Recovery Platform – ‘eSRP’) development, testing, maintenance and enhancement.

You will be a key member of the team that will work with stakeholders from various departments in support of current and future business processes, applications, and reporting.

How will you create impact?

You will be expected to help define and ‘own’ the Enterprise Technology roadmap, perform technology requirements analysis and create functional design processes, while ensuring testing and documentation services for enhancements and projects are completed successfully.

You will also be responsible for managing and ‘owning’ the IT Security and associated policies and procedures for eTracks.

You will focus on **Scope, Effort, Resources, Timing** and **Cost**. You will be involved in the technology life cycle (enterprise technology and internal corporate systems) and will be required to liaise between our clients, staff, vendors, and external development teams to ensure detailed requirements are understood, communicated and documented.

What will your daily activities look like?

Enterprise System (eSRP) & Corporate Systems

- Own the development and maintenance of the eTracks technology roadmap, including: Scope (tickets, issues, features), Effort (Story points, days), Resources (assigned activities), Timing (Sprint, release, schedule), Cost (estimates, projections)
- Provide input/clarity on business requirements
- Identify technology implementation options, phasing strategies, and level of effort required

- Project manage system development and
- Manage vendor relationships (ie. developer(s), managed IT Services,)
- Work with the various business departments to manage system and user requirements and documentation regarding technology.
- Collaborate with multiple internal and external teams to ensure business and system deliverables meet the required specifications.
- Develop, implement and manage the support model

Business Analysis & System Testing

- Recognize deficiencies, analyze data and information, and determine potential solutions from both a technical and business perspective.
- Liaise with other business teams in the planning, coordination, development and deployment of multi- team enhancements or projects.
- Collaborate with the business and technology teams to resolve issues and ensure solutions are viable and consistent.
- Structure and prioritize business requirements and communicate plans with stakeholders for review and approval.
- Assist in the development and execution of test plans to ensure new system enhancements meet the requirements of the organization.
- Validate enhancements to applications to support the implementation of processes and procedural
- Identify, map and document new and existing business processes and
- Prepare reports to senior management supporting recommendations on changes to the organizations business rules, methods and processes.
- Perform triage on business or stakeholder reported issues as
- Assist in the creation of system guidelines and manuals for the
- Ensure training needs are met for new or existing applications and
- Monitor system operations including troubleshooting issues and appropriate

Information & Data Security

- Develop and maintain IT policies and procedures (ie. data security, user security,)
- Assess the security of the various IT systems and infrastructure (ie. Enterprise systems, business technology, etc.) and determine appropriate safeguards
- Implement and maintain required framework(s) related to IT security (eg. ISO27001, etc)

What are your skills and experience?

- Bachelor's degree with focus on business analysis, computer science, system development or other related discipline, or an equivalent combination of education and experience.
- 5+ years of related business systems & analysis
- Possess a highly developed critical thinking ability and problem-solving
- Ability to work as a team member, demonstrating leadership and organizational
- Experience managing 'workplace productivity systems' (i.e. Microsoft 365, PowerBI,).

- Experience implementing/managing IT & Data Security policies and procedures (ISO 27001 a definite asset).
- Demonstrated ability to manage IT enterprise infrastructure, ensuring privacy of
- Demonstrated IT Project Management
- Demonstrated success sourcing and managing
- Demonstrated ability to develop a technology roadmap based on organization
- Demonstrated understanding of essential tools and applications (eg. MS Azure, MS Dynamics 365, Confluence, JIRA, etc.).

How will you fit into the team?

You have excellent communication skills and analytical skills and enjoy working in a fast-paced environment. You will thrive working in a small team where no day is the same and will embrace ambiguity as an opportunity to develop and grow. You will strive to understand the ‘ecosystem’ in which we work and seek to understand how decisions are made.

You are detail oriented and highly organized with the ability to proactively internalize what should be done and recommend enhanced practices and processes.

What’s it like to work here?

- Fast-paced, commercial not-for-profit start-up environment where every day is a different
- Small-team culture where we are “all in it together” and have each other’s
- Competitive total rewards package including extended health benefits, flexible work
- Development opportunities and a chance to be involved in the “whole business”.
- A challenging yet rewarding opportunity which will drive you to achieve.

Interested applicants are invited to submit their resume and cover letter indicating salary expectations to recruitment@etracks.ca.

Please include “IT Programs Manager” in the “Subject” line.

We thank all candidates for their interest, however only those candidates selected for interviews will be contacted.

eTracks Tire Management Systems is an equal opportunity employer and strives to ensure that its hiring process meets the needs of all persons with disabilities. As such, eTracks Tire Management Systems will provide reasonable accommodation for any applicant, as requested during the hiring process.

eTracks Tire Management Systems seeks to fully integrate the principles of Employment Equity and will ensure the full participation and advancement of members of historically disadvantaged groups (i.e., members of visible minorities, persons with disabilities, women, and aboriginal peoples). eTracks Tire Management Systems will achieve this by ensuring that its hiring process is fair and equitable for all persons.