



FAMILY &
CHILDREN'S SERVICES
OF THE WATERLOO REGION

Help Today for a Better Tomorrow

Director, Technology Services

Family & Children's Services of the Waterloo Region is a community organization legally mandated to respond to and work together with families, their supports, and our communities to protect and care for children who have been abused or neglected, or who are at risk of being abused or neglected.

Our Agency is fully committed to creating a diverse, inclusive, equitable and accessible workplace that supports employees to be authentic and fully engage in shaping a healthy workplace and community where children, youth and families thrive.

Why work for us?

Flexible working model
Flexible work schedules
Casual dress code
Employer paid group insurance health & dental benefits
Employee and Family Assistance Plan
Generous vacation policy
Two float days per calendar year
OMERS Pension, with employer and employee sharing premiums equally
Competitive mileage reimbursement

To continue to support the work that we do, the Agency is looking for a full-time Director, Technology Services to join our team.

The Technology Services Director is responsible for the day-to-day operations of the technology department and a small IT team while ensuring the reliability, integrity, security, and sustainability of the information and communication technologies for the Agency. This position ensures there are technology solutions in support of the Agency's mission, vision, values, and strategic directions, is accountable for information systems operations and as a member of the leadership team, engages in organizational planning and execution of strategic objectives.

Knowledge & Skills Required:

- University Degree in Computer Science, Information Technology, Information Science, or related field preferred; or equivalent combination of education and experience
- Minimum 5 years' experience in progressively responsible positions in an information technology development and support capacity
- Minimum 2 years' experience in a leadership role
- Excellent knowledge of management information systems and infrastructures, technology, software and hardware, networks, servers, and security policies

- Excellent knowledge of legislation governing privacy, security, and confidentiality, and OACAS and Ministry guidelines
- Knowledge and experience in the application and usage of Information Technology theory and practice and the ability to transmit this through training, coaching, and mentoring.
- Professional IT certification considered an asset.

Salary Range:

\$117,560.98- \$149,570.39 per annum
Management & Excluded Grade 9

Application Process:

Interested internal applicants are invited to submit a resume to internal.resume@facswaterloo.org, no later than 4:00pm on March 14, 2025, quoting posting #005-2025.

Interested external applicants are invited to submit a resume to resume@facswaterloo.org, no later than 4:00pm on March 14, 2025, quoting posting #005-2025.

Diversity, Equity, and Inclusion:

Family & Children's Services is committed to a diverse, inclusive, equitable and accessible workplace. We encourage applications from Indigenous and Racialized people, women, 2SLGBTQIA+ people, and people with disabilities to ensure we get the best, most creative talent on our team. If you feel comfortable making it known, you may choose to self-identify as member of a designated group. Any information directly related to you is kept confidential and used in a safe manner to inform our recruitment process towards being an equal opportunity employer.

Accommodation at Family & Children's Services of the Waterloo Region:

We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants need to make any accommodation requests for the interview or selection process known in advance by contacting the Human Resources Department at 519-576-1329. Human Resources will work with the applicant and the interview committee to arrange reasonable and appropriate accommodation for the selection process, which will enable you to be assessed in a fair and equitable manner.