



**Service New Brunswick
Executive Director, IT Client Services
Open Competition
Pay Band 9
Fredericton**

Service New Brunswick's Technology Services division is seeking a proven leader to join their team as Executive Director of IT Client Services.

Reporting to the Vice President of Technology Services, you will provide strategic direction and leadership to a team responsible for the delivery of three major services:

- Client Support Services (IT Service Desk, Deskside Support);
- Business Services (IT Contract Administration, IT Procurement, Chargeback and Revenue recovery services); and
- Customer Relationship Management.

Your key responsibilities in this position will include:

- Manage daily operations;
- Lead a team of directors, managers and staff responsible for the delivery of IT client support services;
- Promote, monitor, and improve processes to support excellence in service delivery;
- Lead a team through periods of change by coaching employees through the change process, providing direction for professional development and encouraging successful performance during the transition;
- Monitor performance indicators / deliverables to evaluate the success of service delivery and ensure corrective actions are taken when indicators are not met;
- Prepare and manage the expense, revenue and capital budgets for the branch;
- Oversee the operation of several IT Service Desks that serve as a single point of contact for clients to submit IT requests or report incidents;
- Develop and implement strategic and operational work plans and processes that ensure the delivery of quality programs and services;
- Provide oversight to the management of technology acquisition and contract administration;
- Lead the development of strategies, plans and activities associated with services related to Business Engagements, including Client Relationship Management and Performance Management;
- Prepare briefings and presentations for the Vice President, Technology Services, Executive Management Team, Board of Directors and/or Minister as required; and
- Liaise with senior officials in other departments, agencies and service organizations and with outsourced providers on matters related to IT service delivery.

ESSENTIAL QUALIFICATIONS: Completion of a university degree in Business, Computer Science OR a relevant discipline.

A minimum of nine (9) years of progressively responsible experience in a customer service environment, including at least five (5) years in a senior managerial role involving significant responsibility for operations, human and financial management and customer service.

Subject to the response to this competition, an equivalent combination of training and experience may be considered, or the required years of experience may be increased.

Written and spoken competence in English and French is required.

Applicants must clearly demonstrate the essential qualifications to be given further consideration. Please state your language capability on your application and ensure that preferred language for assessment is clearly identified.

ASSET QUALIFICATIONS: Preference may be given to candidates who demonstrate experience:

- Lean Six Sigma - training and demonstrated experience incorporating such principles into daily operations.
- Business transformation – experience transforming business to better meet the needs of your customer.

- Service Management – experience in contract administration and procurement.
- Customer Relationship Management – training and experience in a customer relationship management role.

Subject to the response to this competition, candidates may be required to demonstrate on their application one or more of the asset qualifications in addition to the essential qualifications in order to be given further consideration.

BEHAVIOURAL COMPETENCIES: The successful candidate will possess the following behavioral competencies:

- Coaching and Team Development
- Organizational Awareness
- Organizational Commitment
- Relationship Building
- Results Orientation
- Strategic Thinking
- Client Service Orientation

NOTE: To be given consideration under this competition, you must demonstrate on your application how, when and where you acquired the qualifications required for this position. Your résumé must present education and work experience in reverse chronological order, with work experience detailed in both months and years, and whether it was part-time or full-time (e.g. May 2000 to June 2004 — full-time).

Candidates registered with the [Equal Employment Opportunity Program](#) and veterans, who demonstrate they are among the most qualified, shall be given preference at the time of appointment. We are an Equal Opportunity Employer and we promote a scent-reduced environment.

Salary : \$100,386 - \$110,500 annually – Pay Band 9 - Management and Non-Union Pay Plan

We encourage applicants to apply on-line at www.ere.gnb.ca or by email at HR-RH@snb.ca indicating competition number **2017-SNB-661**.

THIS COMPETITION WILL REMAIN OPEN UNTIL POSITION IS FILLED.

We thank all those who apply, however, only those selected for further consideration will be contacted.