



# Director, Information Management & Information Technology

## E-COMM 9-1-1

### Vancouver, BC

With the mission-critical nature of the services provided by E-Comm, the organization is anchored by technology and all-encompassing connectivity. With that in mind, E-Comm has created the inaugural role of Director, Information Management & Technology (IM/IT) to oversee a large portfolio that is intrinsic to the organization's mission and success.

The Director provides strategic leadership and management of IM/IT for E-Comm, ensuring that the organization develops assets and capabilities needed to survive and thrive in the mid-term and long-term. Reporting to the Vice President, Technology Services, the Director ensures appropriate, integrated and customer-centric planning is in place and that IT infrastructure, architecture, applications, security provisions and processes are proactively updated and continuously enable E-Comm to realize its strategic objectives. The Director IM/IT works closely with a myriad of constituent groups including E-Comm's senior leadership team, external partners, vendors, consultants, operations staff and other provincial counterparts to identify and implement short, medium, and long-term IT strategies, operations, standards, policies and processes. The Director will ensure a true customer-service orientation with a strong focus on mission-critical business continuity, best practices in business design or redesign and an underlying emphasis on cyber-security.

The ideal candidate is a senior technology professional with exceptional change management, facilitation and people leadership skills who has selected best-in-class systems from around the globe and successfully integrated those with existing infrastructure in a large, complex, mission-critical organization. The Director is a sophisticated, strategic thinker who has a keen understanding of the critical role IM/IT plays in the overall operation of a dynamic and multi-faceted organization. The Director possesses a supportive leadership approach with an ability to lead through influence, working collaboratively and with confidence, to balance the needs of diverse internal and external partners.

If being part of this critical service is the next step in your leadership journey, send your resume and covering letter to **Jennifer Madden** and **Suchin Pawa** at [pfm@pfmsearch.com](mailto:pfm@pfmsearch.com).

*E-Comm is the first point of contact for 9-1-1 callers in 25 regional districts in British Columbia, handling over 2 million 9-1-1 calls a year (99 per cent of B.C.'s 9-1-1 call volume).*

*E-Comm also provides dispatch services for police and fire departments and operates the largest multi-jurisdictional, tri-service wide-area radio network in the province used by police, fire and ambulance personnel throughout Metro Vancouver and parts of the Fraser Valley. Established in 1997 under the provincial Emergency Communications Corporations Act, E-Comm is owned by the municipalities and public safety agencies it serves. E-Comm is recognized nationally as an industry leader whose defining mission is to help save lives, protect property, and to build partnerships that help create safer communities in British Columbia.*

**E-Comm 9-1-1**  
Helping to Save Lives and Protect Property



**PFM Executive Search**

Tel 604.689.9970 | Toll-Free 1.800.864.9970

Suite 510-999 West Hastings Street

Vancouver, BC V6C 2W2

[www.pfmsearch.com](http://www.pfmsearch.com)