



Director, Client Services

BC Institute of Technology

Burnaby, BC

The Director of Client Services provides strategic leadership in delivering customer-focused IT services to BCIT's faculty, staff, and students. This role involves developing and implementing strategies, plans, and policies that ensure consistent and efficient IT service delivery across the institution. The Director ensures that the evolving needs of the BCIT community are met, fostering positive relationships across all user groups and acting as a strategic advisor on IT client services matters.

The Director leads a strong and capable Client Services team, providing guidance, coaching, and mentorship to ensure they are well-prepared to meet the evolving needs of the institution. In this role, the Director takes responsibility for driving process optimization and service excellence, implementing industry best practices, and exploring new technologies to enhance service delivery. By fostering a culture of continuous improvement and ensuring alignment with broader IT initiatives, the Director contributes significantly to BCIT's goals of digital transformation and innovation.

The ideal candidate is an experienced IT leader with a proven track record in delivering customer-focused IT services and optimizing processes within a large, multi-faceted organization. They possess a deep understanding of how client services drive institutional success and excel at aligning IT service delivery with organizational goals. The candidate has a keen ability to anticipate emerging IT trends and proactively adapt strategies to meet the evolving needs of a diverse user base. They bring a forward-thinking approach, ensuring that the client services team not only meets current demands but is also prepared for future challenges.

With strong leadership and people management skills, the candidate is capable of mentoring and coaching teams to achieve high performance and foster a culture of continuous improvement and innovation. They are adept at navigating complex challenges with advanced problem-solving abilities, ensuring that IT services are seamlessly integrated with broader institutional objectives. Additionally, they embody a commitment to continuous learning and education, reflecting the core values of BCIT.

The salary range for the Director, Client Services position is \$149,823 – 215,370 and the control point is \$187,278. In the normal course, employees will be hired, transferred, or promoted between the minimum and the control point of the salary range for a job, taking internal equity into account.

This is an opportunity to be a driving force in BC's post-secondary education landscape while supporting BCIT's continued growth and ability to innovate. If you are a successful IT leader with a forward-thinking perspective and ready to lead transformation, send your resume to **Shaun Carpenter** and **Suchin Pawa** at www.pfmsearch.com.

Since 1964, the British Columbia Institute of Technology (BCIT) has taught and trained experts, professionals, and innovators who shape our economy—across BC and around the world. BCIT is proud to deliver an education that goes beyond textbooks and classrooms. Their students gain the technical skills, real-world experience, and problem-solving ability needed to embrace complexity and lead innovation in a rapidly changing workforce. Through close collaboration with industry, our network of alumni and partners continue to achieve global success. BCIT, champions diversity of experiences, ideas, cultures and perspectives, to foster a community in which equality and inclusivity are embedded in everything the Institute does.



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