

The McCord Museum is the museum of all Montrealers, a social history museum that celebrates life in Montreal, both past and present—its history, its people, and its communities. Open to the city and the world, the Museum presents exciting exhibitions, educational programming and cultural activities that offer a contemporary perspective on history, engaging visitors from Montreal, Canada and beyond. It is home to over 1.5 million artefacts that make up one of the largest historical collections in North America, comprising Dress, Fashion and Textiles, Photography, Indigenous Cultures, Documentary Art, Material Culture, and Archives. McCord Museum: Our People, Our Stories.

All of the McCord Museum's activities revolve around six core values: rigour, integrity, inclusion, audacity, creativity and commitment.

We are seeking a
HEAD, INFORMATION TECHNOLOGY
Ref. 202111E (extension)

The Operations division plays an important role in providing administrative, financial and accounting services to a staff of 100 people. The Human Resources Department ensures a dynamic and committed team at the Museum by developing and applying best management practices.

Under the supervision of Director of Operations, the Head, Information Technology plays a strategic role within the organization by managing the Museum's IT infrastructure. The incumbent is responsible for achieving the expected results related to the development and optimization of the size and efficiency of the technology park, in line with the objectives of the organization, notably through the deployment good IT practises and the installation of software to improve employee efficiency.

The incumbent will have the following responsibilities:

- Actively participate in the development and implementation of the organization's IT and digital strategy;
- Develop and implement policies and procedures for the operations and development of computer systems as well as electronic data processing;
- Establish an overview of technological infrastructure to optimize their management;
- Supervise, maintain and improve the level of service of all IT systems (Web, Collection, accounting, security, reservation, donation, point of sale, office automation, etc.);
- Ensure the availability, security and integrity of all of the Museum's IT infrastructure;
- Intervene and recommend appropriate solutions when dealing with complex and new problems;
- Keep abreast of current trends in new technologies through research and professional development and identify opportunities to improve internal systems, tools and processes;
- Manage subcontractors and suppliers involved in the delivery of IT services;
- Work in collaboration with various departments to identify the needs of projects under development;
- Provide support, training and follow-up to users; technical support is provided by an external firm;
- Project management; e.g.: the implementation of a CRM and cloud migration;
- Plan, administer budgets and render the accounts of his service;
- See to the achievement of objectives on time with allocated resources;
- Participate in the recruitment, management, coaching and evaluation of the staff under his responsibility;
- Participate in the process of acquiring or replacing various equipment and in the procurement process;
- If necessary, represent the Museum and perform any other task requested by his superior or required by his duties.

Employment Conditions

- Permanent position; Probation period: 6 months; Starting in August, 2021;
- Salary according to the Museum's salary ranges, competitive compensation; generous benefit and vacation package;;

Benefits to working with the Museum team

- Teleworking, flexible working hours; 2 weeks of vacation for the holiday season; group insurance and pension plan;
- Social activities and continuing education; collegiate and inclusive work environment.

Qualifications and Profile

- Bachelor's degree in Information Technology; Management degree an asset;
- Eight (8) years' experience in project management, infrastructure management, cyber security, application support, technical support, IT vendor management. Experience in staff management would be an asset;
- Knowledge of ITIL, ISO 27000, COBIT standards and repositories is an asset;
- Strong knowledge of Microsoft products, Windows family operating systems, MS-SQL Server relational database, Azure & Office 365 cloud platforms;
- Knowledge of Cisco Firepower, Identity Service Engine and Umbrella security products;
- Good knowledge of English and French (written and oral communication skills);
- Overall and strategic vision of the Museum's needs;
- Versatile, curious and innovative; customer service oriented;
- Structured, organized, rigorous and strong sense of responsibility;
- Ethical, sound judgment, honesty and discretion;
- Interest in culture.

The McCord Museum is committed to providing a skilled workforce that reflects the diversity of Montreal's population. We hire based on individual role requirements and select our employees based on their qualifications, skills and experience. We do not discriminate based on personal differences.

To apply, please send your application to the selection committee before **Monday, July 26, 2021**, specifying the reference number 202111E and including: 1) a cover letter 2) your resume 3) Your salary expectations to the Human Resources at rh.mccord@mccord-stewart.ca