

MANAGER, TECHNOLOGY AND BUSINESS SYSTEMS

PERMANENT FULL TIME



Regina Airport Authority requires a Manager, Technology and Business Systems responsible for the effective planning, delivery, and operation of technology solutions, services and support across the organization. This individual oversees technology project coordination, cyber security, resource management, supervision of contractors and staff, as well as communication with the senior management team, business unit leaders, and end users. The incumbent is a hands-on manager that works directly on the support of key technology systems, while providing strategic and tactical planning related to cybersecurity and corporate technology. The manager will be instrumental in identifying, selecting, and deploying the appropriate technology resources to serve the airport's operation. This role will look to the future and make recommendations on the adoption of novel technologies, that may include artificial intelligence, automation and other strategies that will serve the airports operations and passengers in an efficient way. The adoption of these forward-looking technologies may span well beyond the business unit this role reports to, so an emphasis on keeping current in this area will be key to the position's success.

ABOUT REGINA AIRPORT AUTHORITY

Employment at RAA

- Competitive salaries
- Group Health Insurance Plan
- Defined Contribution Pension Plan (7.5% match)
- Personal Wellness Spending Account
- Healthcare Spending Account
- 4 weeks paid vacation leave
- 3 weeks paid sick leave
- 1 week paid personal and family related leave
- Meaningful work that makes an impact
- Career growth and promotion opportunities
- Recognition of employee service anniversaries
- Employee and family events
- Free parking

Learning and Training

- Robust training program including core, positional and enhanced training
- Encouragement of lifelong learning through education and training opportunities
- Team member review designed to focus on individual career development and ongoing coaching, support and feedback

Community

- Actively promotes and supports our community through several initiatives including sponsorships.

Communication

- Town-hall style staff meetings offered during the year

OUR MISSION

To be an engine of economic activity and social connectivity through air travel.

OUR VISION

To be Saskatchewan's best airport experience.

WHO WE ARE

Exceptional people doing an exceptional job every day through demonstrated operational and customer service excellence.

HOW TO APPLY

Like what you see and think you have what it takes to join our team?

Submit your cover letter and resume in confidence by emailing hr@yqr.ca and quoting the position you are applying for in the subject line.

We thank all applicants for their interest. Only shortlisted candidates will be contacted.

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- Frequent communication through several different platforms
- Employee surveys
- Company intranet ("The Portal")

RESPONSIBILITIES

- While promoting safety awareness, perform all duties with an ownership attitude in compliance with corporate policies and procedures.
- Assist with ensuring appropriate incident command response procedures are carried out in the event of an emergency.
- Perform all duties and responsibilities in a manner consistent with the companies Mission, Vision and Corporate Values.
- Respond to operational emergency situations during and after standard hours of work for the purposes of resolving immediate concerns to ensure the safe and efficient operation of the airport.
- Provide leadership, supervision, motivation, and direction to team members such as recruitment, training, development and performance management including conducting team member reviews and progressive discipline.
- Manage, develop, and control technology operations and budget.
- Regularly perform hands on technology support, including directly managing, supporting, and implementing a wide variety of technology.
- Consider, evaluate and recommended innovative technologies for the organization including any strategies to augment and enhance existing operations.
- Stay current with technology trends and issues in the airport technology space, including full participation in airport working groups and other forums that will facilitate this knowledge.
- Identify technology risks and opportunities to the organization and consider the impacts of these enterprise wide.
- Research, evaluate, and recommend cybersecurity and technology solutions in response to new regulatory requirements, customer challenges, and in support of new customer experience initiatives.
- Respond to after hours emergencies as required and participate in the Emergency Operations Centre (EOC).
- Research, develop, coordinate, and execute technology training in support of newly implemented projects, procedures and policies and other ongoing day to day operational needs.
- Review technology programs to advise on industry, regulatory, and legislative compliance in support of privacy, cybersecurity, and all other corporate responsibilities associated with technology.
- Develop, implement, and provide continuous testing and assessments associated with the security and protection of data, business continuity and disaster recovery.
- Research, develop, evaluate, and recommend security and technology operational guidelines in coordination and support of overall operations and administration which includes air carriers, tenants, and other regulatory agencies.
- Supervise technology team and manage and administer security and technology support personnel services agreements providing for guidance in support of corporate implementation and operational plans.
- Prepare performance reports and evaluation of contractual support agreements including the establishment of annual goals, performance reviews, required work schedules and overall administration of resources required to effect corporate planned initiatives and operations.

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- Assign, record and report activities and performance for technology team members.
- Monitor and evaluate the appropriateness of decisions made by team members and contracted resources in specific situations, interview where necessary and initiate corrective actions and recommend alternate approaches and solutions as may be required.
- Provide direction into the implementation of programs to ensure appropriate technology security, support, redundancy, and contingency are achieved and delivered in support of operations.
- Manage, develop, and track activities related to occurrence and incident reports, and prepare recommendations for consideration to improve effectiveness.
- Develop, implement, and maintain life cycle inventory for all technology hardware, software, licensing, and preventative maintenance of the above.
- Review capital programming initiatives and construction plans to provide modifications and recommendations to incorporate technology and provide for required project management as may be called upon in delivery of operational and administrative requirements.
- Contribute to and support corporate events, initiatives, and internal committees.
- Participate in regulatory and corporate prescribed training and development activities.
- Understand and comply with all Corporate Policies and Procedures.
- Other related duties as assigned.

EDUCATION AND PROFESSIONAL EXPERIENCE

- Post-secondary education in a relevant discipline.
- Minimum of 7 years work experience in a technology role is required.
- Equivalent combination of education and experience would be considered.

REQUIREMENTS

- Knowledge of airport operations, administration and the aviation industry are preferred.
- Extraordinary communication, organizational and interpersonal skills to professionally manage a multitude of tasks in a customer focused environment.
- Ability to grow and maintain positive professional relationships with key business partners and team members.
- Capable of motivating and leading a team within a transparent work environment where collaborative relationships are encouraged, and varied opinions are respected.
- Demonstrated ability to have a positive impact on business results.
- High level of critical and logical thinking, analysis, and/or reasoning to identify underlying principles, reasons, or facts.
- A self-directed, and effective problem solver who can work well both independently and collaboratively within a team.
- Results oriented with the ability to effectively manage multiple priorities and timelines with attention to detail.
- Able to make sound business decisions and evidence-based recommendations to senior management.
- Proven track record for product delivery, ability to meet deadlines, develop project plans and results oriented.
- Working knowledge of risk analysis and relevant legislative compliance.
- Practical experience with risk management.

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PERMANENT FULL TIME



- Ability to create and review technical documentation, including project plans, test procedures, and design documents.
- Demonstrated expertise (possession of current or past appropriate technical certifications) with computer systems.

CONDITIONS OF EMPLOYMENT

- No previous criminal background for which a pardon has not been granted.
- A clear pre-employment National Criminal Record through Regina Airport Authority's background screening process.
- Ability to secure and maintain a Transportation Security Clearance within the prescribed employment probationary period.
- Possession of a valid Class 5 driver's license.
- Completion of training and development as deemed required by regulations, legislation and the organization within prescribed timeframes.