Are you passionate about protecting the environment? Do you go out of your way to reduce, reuse, and recycle? Do you envision a waste-free future?

If you answered yes to those questions, then we'd like to hear from you.

We are the Resource Productivity and Recovery Authority (RPRA), Ontario's circular economy regulator.

Our vision is a circular economy today for a waste-free tomorrow. Our mission is to support compliance with individual producer responsibility through education and enforcement to foster Ontario's circular economy, spur innovation, and protect the environment.

We are looking for a talented and committed individual to join us as a IT Service Management Lead to support the government's efforts to protect the environment and advance a new economy in which all waste is reused, recycled, and reintegrated.

IT SERVICE MANAGEMENT LEAD

Under the direction of the Director, Information Technology, the IT Service Management Lead oversees various I&IT functions to facilitate the delivery of I&IT services to the organization in its entirety.

The key responsibility is to ensure that service delivery and support processes are on track for consistently delivering an elevated level of customer service efficiently and cost-effectively.

Expected to identify areas for improvement in business processes related to service delivery. Supports improvements and adds upon the reporting and analytics that currently exists within the IT department.

Practically speaking, you will:

- Facilitate IT communication during planned and unplanned service interruptions to the employees through IT notices.
- Define and ensure SLAs related to contracted services and escalation flows are in place. Provide technical advice on escalations between Service Desk, Network Support Services, Managed Security Service Provider and tier 3 teams.
- Assist in providing Service Level Agreements in concert with the business where none existed previously.
- Develop ITIL framework in all categories where not clearly defined, including but not limited to incident management, change management, configuration and problem management.
- Ensures consistency in the IT service management (ITSM) strategy (leveraging IT Infrastructure Library [ITIL] v3 concepts), and coordinates with ITSM and IT infrastructure management processes.
- IT SDM to build and create a Change Advisory Board (CAB). After that, the IT SDM will be a standing member of the CAB. Develops continuous improvement measurements for the ITSM process, including CSFs, KPIs, and associated metrics.

- Ensure the organizational tools and information systems are utilized correctly and provided with relevant information.
- Ensure reports are provided to an agreed schedule or on request, including management and account performance reports in Excel and Jira.
- Attend client service review meetings; areas covered will include performance reports, service improvements, quality and processes.
- Perform operational service reviews for all organization-related IT service change requests, incidents and problems.
- Ensures oversight for the resolution of escalated IT issues.
- Perform day-to-day IT business operations aligned with organization as well as IT goals and objectives.
- Leads end-to-end management of the ITSM process by engaging all sourcing partners and IT team members.
- Obtains business and IT senior management support for the change management process and its associated procedures.
- Performs high-level monitoring and review of critical success factors (CSFs) and key performance indicators (KPIs) specific to the execution of the change management process.

Other
- Performs other ad hoc duties as assigned.

Qualifications

Education
- Bachelor's degree in computer science, management information systems (or related field), or equivalent experience
- ITIL certification required (Foundation-level v2 or v3, and Intermediate-level, including Service Transition, and Release, Control & Validation
- PMP certification, Six Sigma, SAFe, or other relevant certifications an asset.

Experience
- Exposure to previous Salesforce environments is an asset.
- Experience working in cross-functional teams and enterprise-wide programs an asset
- Ten years of IT experience — a broad range of technical domain knowledge preferred.
- Regulatory compliance experience is considered an asset.
- Previous experience as an IT Lead or Customer Success Lead or Technical Account Lead or Product Lead is required.

Other Knowledge, Skills, Abilities or Certifications
- Strong customer service orientation
- Excellent project management and documentation skills
- Demonstrated organizational skills with the ability to prioritize, multitask, and thrive in a climate of continuous change.
- Strong interpersonal skills with a demonstrated ability to work well in a small team and with stakeholders.
- Excellent oral and written communication and problem-solving skills
- Excellent presentation skills
- Discretion and judgment in working with confidential information.

- Knowledge and understanding of regulatory environments and/or the circular economy would be an asset.
- Advanced knowledge in Word, Outlook, Excel, PowerPoint, MS Access, Jira, Confluence, Microsoft BI, and Tableau

Travel Requirements
- Hybrid with a minimum of two days per week is required in the office.

Physical Demands
- Office/Desk Job with minor lifting required.

Working with the Resource Productivity and Recovery Authority

This is a 1-year contract role working Monday-Friday from 9:00am-5:00pm, with flexibility as needed. Our highly attractive total compensation plan includes a competitive salary (commensurate with experience), health benefits, personal days and three weeks of vacation.

We have a hybrid work arrangement and support flexible work schedules. **Remote work is expected to be completed from a location within Ontario**. We are conveniently located in North York on the Yonge subway line at Sheppard Avenue.

You will be a part of a collaborative team doing ground-breaking and meaningful work with a critical environmental and economic mission.

RPRA is committed to maintaining a professional and respectful work environment. RPRA prioritizes the safety and well-being of its employees. Harassment or disrespectful behaviour of any kind by any individual towards our employees will not be tolerated.

We strive to build a team that reflects the diversity of the community we work in and encourage applications from traditionally underrepresented groups such as women, visible minorities, Indigenous peoples, people identifying as LGBTQ2SI, veterans, and people with disabilities.

RPRA welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Hiring Rage: $82,571 – $103,214

How to Apply:

All applicants and referrals: submit your resume to HR with the job title in the subject heading via careers@rpra.ca

While we appreciate all resume submissions, only those selected for an interview will be contacted.