

Position: Director, Information Technology

Reports to: Vice President, Finance

Job Status: Permanent, Full-Time

Language Requirement: English, Bilingualism (French) – Asset

Location: National Office, Ottawa, ON (Hybrid Work Environment)

Hiring Salary Range: \$110,000 to \$130,000, commensurate with experience

Posting Date: August 5, 2026

Reply Deadline: September 4, 2026

Job Profile

United Way Centraide (UWC) is Canada's leading network of local community builders empowering people to make lasting social change in their community. With a presence across Canada, serving over 5000 communities, our federated network of local United Ways and Centraides meet community needs and tackle the toughest social issues. Our vision is that everyone in every community has the opportunity to reach their full potential. Located in Ottawa, United Way Centraide Canada (UWCC) is the national office that provides leadership and services to UWC members across the country.

Reporting to the Vice President, Finance, the Director, Information Technology provides strategic and operational leadership for UWCC's technology infrastructure, information systems, cybersecurity, data architecture, and application development environment. The Director is responsible for ensuring that technology solutions support organizational priorities, business continuity, operational effectiveness, and the secure management of information assets.

The role leads and develops a small technical team and works closely with internal stakeholders, external service providers, and strategic technology partners to advance UWCC's technology capabilities while ensuring the reliability, security, and scalability of core business systems. The Director acts as a trusted advisor to senior leadership on technology strategy, risk management, digital transformation, and emerging technologies, including artificial intelligence.

Duties and Responsibilities

Strategic Technology Leadership

- Develop and implement UWCC's information technology strategy in alignment with organizational goals and priorities.
- Provide strategic technical direction to support organizational growth, operational effectiveness, and digital transformation initiatives.
- Identify opportunities and work as an enabling partner inside UWCC to leverage emerging technologies, automation, cloud services, and artificial intelligence to improve organizational performance.
- Collaborate with senior leadership to establish technology priorities, investment plans, and technology governance practices.
- Develop policies, standards, and guidelines governing the use of information technology across the organization, including AI governance and responsible use practices.

Information Technology Operations and Infrastructure

- Provide overall leadership and oversight of UWCC's information technology environment, including networking, systems administration, data management, cloud services, and application platforms.
- Oversee the administration and performance of Microsoft 365, SharePoint, Microsoft Azure, Entra ID, and Microsoft Fabric environments.
- Direct the management of virtual machines, cloud infrastructure, Windows Server environments, and Linux-based systems.
- Ensure the secure and reliable operation of network services, including DNS, DHCP, NTP, SMTP, VPN, and related technologies.
- Oversee enterprise network architecture, including Layer 2 switching, VLANs, Layer 3 routing, wireless networking, and IP-based infrastructure.
- Maintain oversight of database platforms, including MySQL and MariaDB environments, and ensure the integrity and availability of organizational data.

Cybersecurity, Business Continuity and Risk Management

- Provide oversight of UWCC's cybersecurity program, ensuring appropriate controls, monitoring, and risk mitigation practices are in place.
- Lead the development and maintenance of security policies, procedures, disaster recovery plans, and business continuity strategies.
- Manage security infrastructure and technologies, including firewalls, network security tools, Fortinet platforms, authentication systems, and access controls.
- Ensure regular security assessments, vulnerability management activities, and incident response procedures are implemented and maintained.
- Foster a culture of cybersecurity awareness and best practices throughout the organization.

Applications, Development and Data Management

- Provide oversight of UWCC's programming architecture, application portfolio, and software development practices.
- Direct the design, maintenance, enhancement, and support of UWCC business applications, including membership, governance, and voting platforms.
- Working with the Business Intelligence team to direct data architecture and information management practices to support reporting, analytics, and organizational decision-making.
- Guide full-stack and cloud-based application development initiatives.
- Ensure technology solutions are scalable, secure, and aligned with organizational requirements.

Vendor and Partner Management

- Manage relationships with key technology vendors, consultants, service providers, and strategic partners.
- Provide oversight and decision support for technology procurement, contract management, and vendor performance.
- Maintain relationships with United Way Worldwide and other external organizations regarding shared technology platforms and services.
- Evaluate and recommend technology investments to ensure value, operational efficiency, and risk mitigation.

Team Leadership and Member Support

- Direct, mentor, coach, and develop the Information Technology team, including the Network and Systems Administrator, and Programmer
- Establish performance objectives, provide ongoing feedback, and support professional development opportunities for team members.
- Lead cross-functional technology projects involving internal stakeholders, technology providers, and user communities.
- Support staff adoption of technology solutions and promote the effective use of organizational systems and tools.
- Ensure responsive end-user support services for network, systems, applications, and desktop technologies.

Accountability & Responsibility Level

- **Strategic Oversight:** Accountable for the development and execution of UWCC's technology strategy and roadmap.
- **Operational Leadership:** Responsible for the reliability, availability, security, and effectiveness of all technology systems and services.
- **Financial Management:** Participates in technology budgeting, procurement planning, vendor selection, and resource allocation.
- **Human Resources:** Provides direct leadership, coaching, performance management, and development of Information Technology staff.
- **Risk Management:** Responsible for cybersecurity, disaster recovery planning, business continuity, and information governance.
- **Vendor and Stakeholder Relations:** Manages relationships with key vendors, service providers, strategic partners, and user communities.

Qualifications

Education

- University degree in Computer Science, Information Technology, Information Systems, Engineering, or a related discipline.
- Relevant industry certifications such as Microsoft, Azure, CISSP, CCNP, Fortinet, ITIL, or related certifications are considered assets.

Experience

- Minimum 8 years of progressive information technology experience, including leadership responsibility for enterprise systems and infrastructure.
- Experience managing and developing technical staff.
- Experience leading cross-functional technology projects involving internal users, vendors, and technical teams.
- Experience in cloud computing, cybersecurity, networking, systems administration, and application development.
- Experience in the not-for-profit sector is considered an asset.

Skills & Knowledge

- Strong expertise in Microsoft Azure, Microsoft 365, SharePoint, Entra ID, and cloud-based technologies.
- Strong understanding of enterprise networking, including routing, switching, wireless networking, VPNs, and network services.
- Knowledge of cybersecurity frameworks, security architecture, firewalls, and business continuity planning.
- Experience administering Windows Server and Linux environments.
- Familiarity with database technologies, web technologies, and application hosting platforms.

- Strong project management, organizational, and problem-solving skills.
- Excellent leadership, relationship management, and communication abilities.
- Ability to translate complex technical concepts into practical business recommendations.
- Strong customer-service orientation and commitment to supporting organizational success.

Key Relationships

This position interfaces with internal and external contacts including:

- **Internal:** Executive Team, managers, staff, project teams, and technology users across UWCC.
- **External:** United Way Worldwide, technology vendors, managed service providers, consultants, telecommunications providers, cloud service providers, cybersecurity partners, and members of the UWC network.

Working Conditions

- Located in UWCC's National Office in Ottawa with opportunity for a hybrid work model.
- Occasional travel may be required.
- Work outside normal business hours may be required to support system upgrades, incidents, maintenance activities, or business continuity events.
- On-call availability may be required during critical system outages or cybersecurity incidents.

Diversity, Equity and Inclusion

United Way Centraide Canada hires based on merit and is strongly committed to diversity and equity within its community and to providing a welcoming and inclusive workplace. It especially welcomes applications from Black, Indigenous and People of Colour, women, persons with disabilities, people of all sexual orientations and genders, and others with the skills and knowledge to productively engage with diverse communities.

How to apply

Please send your **cover letter along with your resume** in confidence

to: recruitment@E2Rsolutions.com

We thank everyone for applying; however, only qualified candidates will be contacted.