

TransLink POSITION PROFILE

JOB IDENTITY

Job Title: Senior Manager – IT Resilience

Job Code: GE1011

Department: IT Security, Risk, Compliance, & Resiliency

Division: Business Technology Services

Reports to: Director, IT Security, Risk, Compliance, & Resiliency

New Job: X

New Role Profile: TLBS

Grade: 8

Effective Date: January 9, 2024

PRIMARY PURPOSE

Provides overall leadership for the development and implementation of enterprise-wide IT resilience (disaster recovery, business continuity, and backup) strategies and roadmaps. Leads the IT operational recovery and resiliency needs of TransLink and operating companies. Develops and manages the Enterprise IT Resilience Program to enable the resilience of vital technology infrastructure and operations, supporting the continuity of critical business operations, and timely response and recovery of IT infrastructure and systems to normal business operations, minimizing damage and preventing loss following the occurrence of a natural or human-induced disaster. Takes a leadership role in the resumption of technology services in the event of a disaster or major cyber incident.

KEY ACCOUNTABILITIES

- Provides senior leadership for the development and implementation of enterprise-wide IT resilience strategies and roadmaps, incorporating a holistic approach to the IT operations recovery and resiliency needs of TransLink and operating companies. Collaborates with business units to translate business operations recovery and continuity requirement into actionable plans, data centre and infrastructure requirements, and recovery testing strategies. Proactively links the enterprise's disaster recovery and resilience activities with business operations recovery and continuity requirements.
- Leads the design and implementation of the enterprise-wide IT Resilience program, including governance framework, policies and standards, maturity models, methodologies, sourcing strategies, plans, metrics and scorecard for the resilience and recovery of applications, data, hardware, network, and other IT infrastructure. Provides strategic and senior expert advice and counsel to enhance and mature the program as technology evolves and interprets scenarios involving high risk, impact, and sensitivity.
- Leads the disaster recovery practice and collaborates with business and operations leadership to develop and enhance disaster recovery plans including cyber recovery to support business resumption.
- Establishes testing methodologies and oversees disaster recovery test planning and execution. Leads actual, scenario-driven disaster recovery testing exercises as well as tabletop or simulated exercises in different functions with both business and technical staff.
- Provide leadership in assessing, communicating, and enforcing IT Resilience requirements associated with the current and future infrastructure environment, systems, and applications (on-premises and cloud), and participates in new projects/initiatives, with appropriate technology groups, resulting in recommendations to enable timely, effective decisions regarding IT resilience planning and execution.
- Leads and directs the development of BTS technology recovery plans and supports and advises on business continuity plans. Proactively identifies risks by developing risk management strategies and mitigates a broad range of emerging or newly recognized risks that could cause disruptions to BTS service delivery and business services.

- Promotes management and user awareness of enterprise IT Resilience program and industry best practices. Provides training and consultation to business unit and technical staff.
- Establishes, tracks, and report key performance and key results indicators (KPI/KRI) on the overall IT Resilience Program to manage the program effectively and report to senior leadership.
- Develops and manages the budget associated with the enterprise IT Resilience planning and implementation. Develops budget requests in alignment with risk reduction requirements, and monitors and reports on budget spending and implementation progress.
- Manages outsourced disaster recovery services and audits deliverables to ensure alignment with the enterprise disaster recovery strategy and requirements. Directs negotiation and management of contracts and service level agreements (SLAs) with external IT disaster recovery service providers.
- Represents BTS for Enterprise Business Continuity Management (BCM) Program, and coordinates within BTS to meet BCM requirements.
- Lead BTS DOC (department operation center) practice and develops and enhances BTS response capabilities in alignment with Enterprise EOC (Emergency operation Center) structure. Leads the delivery of required Incident Command System (ICS) and other identified resiliency-related training for BTS staff.
- Manages resource planning and staff, providing leadership for hiring, training and development, coaching, performance planning and review and all other people management practices.

QUALIFICATIONS

Education and Experience:

The requirements for this job are acquired through a bachelor's degree in information technology or business Administration plus 8 years of relevant experience at progressive levels of accountability in IT resiliency, disaster recovery, and business continuity design and planning in a large enterprise.

Other Requirements:

- Expert knowledge on IT resilience methodologies, processes, and best practices to build and mature an IT Resilience program and organizational framework based on an industry accepted capability maturity model.
- Expert judgement and business acumen to recommend new or modifications to existing controls, mitigations, or management processes to lower risk and increase organizational resiliency against the most likely and highest impact events.
- Advanced risk management identification and mitigation skills to establish appropriate technical and business plans to ensure organizational resiliency.
- Advanced problem-solving skills to analyse complex issues and translate into clear and concise reports to facilitate decisions required from senior management; collect data, establish facts, and draw valid conclusions.
- Advanced written and oral communication, presentation, and organizational skills.
- Excellent interpersonal skills to build trust with relevant stakeholders, and other business leaders to support plan development, maintenance, testing, and execution.
- Working knowledge of systems, infrastructure, data management, and voice telecommunications to assist in the preparation of related recovery procedures.
- Business continuity management certifications such as BCI, ITIL or DRIL certification an asset

AUTHOR

- **Analyst's Name:**
- **File Name:**
- **Date:**