

Director - Digital Transformation

This Director drives the digital transformation of itSMF Canada ensuring that all defined value streams are effectively enabled with digital technologies and that stakeholders understand expectations and supporting the new ways of working. The scope of this includes all activities of the itSMF Canada organisation.

Specific responsibilities include:

- itSMF Canada Value Stream strategy
- Develop and maintain the digital transformation vision, strategy and planning
- itSMF Canada digital (data, workflow & tooling) architecture
- Oversight for the budget, funding and resources to timely execute on the plan
- Change Management and Communications with the board and branches