

# Equity Financial Trust

## Manager, Information Technology

Job Location: Toronto  
Department: IT  
Employment Type: Permanent Full-Time

### Company Overview:

Equity Financial Holdings Inc. is a publicly traded Canadian financial services company serving the alternative retail mortgage market through its OSFI-regulated wholly-owned subsidiary Equity Financial Trust Company. At Equity, we strongly believe our success is based on one singular factor – our people.

### Overview of Position:

The Manager, Information Technology (IT) reports to the VP, Information Technology and is responsible for people management and day to day operations within the Information Technology support teams. The Manager, IT has responsibility to ensure EFT's applications, network infrastructure and other systems, whether delivered in-house or vendor provided, run efficiently and perform to meet availability and service level targets. Strong technical skills are required for success in this role as well as the ability to work in an ever changing and growing environment.

### Job Responsibilities:

- Management skills to build and maintain a strong, cohesive team, enabling them to support IT needs of the organization.
- Prepare status and activity metrics to track delivery of IT services, planned and unplanned system outages, other key IT performance metrics.
- Contribute to the development of IT departmental strategies to align with overall corporate strategy.
- Responsibility for strategic planning of infrastructure system and application upgrades.
- Contribute to the execution of initiatives for the technology platforms, partnerships, and external relationships.
- Anticipate and react to major technology changes/trends.
- Establish technical standards and ensure adherence to them in all aspects of IT infrastructure: network, servers, storage, databases, wireless technology, communications and telephony systems, file and print services, etc.
- Develop, implement, and maintain overall data backup and recovery strategy.
- Monitor physical inventory levels and virtual capacity; recommend purchases of supplies and equipment to meet operational requirements based on approved budget.
- Good knowledge of IT Governance to ensure our infrastructure and network are compliant.
- Manage internal IT projects.
- Responsibility for strategic planning of infrastructure system and application upgrades.
- Ensure high availability of critical business systems.

**Qualifications:**

- Minimum 5-7 years of IT experience in managing IT Operations/Teams.
- Bachelor's degree in Computer Science, Information Technology, Information Systems, or equivalent.
- Experience with IBM Cognos, MS SQL, and other Microsoft cloud based solutions such as Office 365, and SharePoint etc.
- Experience with Mortgage systems or other financial industry application support is an asset.
- Excellent interpersonal and communication skills to manager internal and external vendor/3<sup>rd</sup> party relationships.
- Experience managing department purchases/support renewals/licensing.
- Experience with Local Area Networks (LAN) and Wide Area Networks (WAN).
- Experience with managing Helpdesk teams.
- ITIL certification an asset.

**Additional Information:**

Please note that only candidates selected for an interview will be contacted.