



BoloNet

Senior Manager – Head of IT

Job Summary

As the **Head of IT**, you will oversee the technology infrastructure, e-commerce platforms, and digital initiatives that drive our Client's operations and customer experience. Reporting directly to the CFO, you will play a key role in shaping and implementing the company's IT strategy to support our growth in both retail and e-commerce. You will lead a dedicated team, manage key vendor relationships, and ensure robust cybersecurity and operational efficiency.

Role and Responsibilities:

Strategic Leadership:

- Develop and implement the IT strategy aligned with business goals, focusing on e-commerce, digital transformation, and operational scalability.
- Lead IT projects that support business growth, improve customer engagement, and enhance team productivity.
- Identify and evaluate new technologies to keep the company competitive in the retail industry.

ERP Reimplementation:

- Lead the end-to-end reimplementation of the company's ERP system to improve efficiency, scalability, and data accuracy across operations.
- Collaborate with key stakeholders and the external System Integration partners to define project requirements, timelines, and deliverables.
- Ensure a seamless transition with minimal disruption to business operations and provide post-implementation support and optimization.

Technology Management:

- Oversee and maintain the company's digital and in-store systems, including point-of-sale (POS) systems, ERP, CRM, and e-commerce platforms.
- Ensure consistent performance, security, and high availability for all company tech assets and platforms.
- Manage IT budgets, forecasts, and cost-effectiveness.
- Establish a Disaster Recovery program.

Vendor Relationship Management:

- Build and maintain strong relationships with key technology vendors and service providers to ensure high-quality and cost-effective solutions.
- Negotiate contracts, manage vendor performance, and ensure compliance with service level agreements (SLAs).
- Regularly assess vendor partnerships to ensure they align with company goals and support strategic objectives.

Cybersecurity & Compliance:

- Manage cybersecurity infrastructure and policies to stay up to date with best practices, protecting customer data and company information.
- Ensure compliance with data protection regulations (e.g., PCI, GDPR, CCPA) and industry standards.

Team Development:

- Build and manage a high-performing IT team, fostering a collaborative and innovative culture.
- Oversee training and professional development to keep the team up-to-date with technology trends and skills.

Stakeholder Collaboration:

- Collaborate with cross-functional leaders (e.g., Finance, Marketing, Operations, Planning) to align IT initiatives with company objectives.
- Chair the IT Steering Committee which is comprised of CEO, CFO, and other members of the Executive team.
- Manage relationships with external vendors and service providers to ensure efficient and effective technology solutions.

As an Ideal Candidate you have:

- Strong leadership and management skills, with the ability to inspire and motivate a team. Previous experience in building a high performing organization and team.
- Excellent communication and interpersonal skills, with the ability to effectively establish trustworthy relationships with technical and non-technical stakeholders.
- Proven track record of developing and implementing successful technology strategies that drive business value. Ability to lead change management efforts for technology initiatives.
- Strong business acumen, with the ability to understand and align technology initiatives with business goals and objectives.

Qualifications:

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- Preference for certifications in one or more of the following: ITIL, TOGAF, SAFe, CISSP.
- 8+ years of experience in IT, with at least 3 years in a leadership role, preferably in retail or e-commerce.
- Experience with retail technologies (POS systems, ERP, e-commerce platforms) and digital transformation.
- Detailed understanding of cybersecurity, data privacy, and regulatory compliance.

What is being offered:

- Comprehensive benefits package including dental, extended health care, life insurance and a health spending account
- EAP Program because we care about your well being
- A fun environment! They like having a casual vibe while they take care of business
- A hybrid working arrangement – work from home and at their cool new office in Vaughan
- Learning opportunities to help you grow and progress your career
- An unbelievable employee discount – too good to post!
- Giving back is important to them. They support amazing charities by doing what they can to fundraise through events or by just helping

Additional Information

This job description does not constitute a written or implied contract of employment.

BoloNet Inc and our Client for this position are equal opportunity employers and value diversity in its workforce, encouraging applications from all qualified individuals.

BoloNet Inc and our Client for this position are committed to providing an inclusive and accessible candidate experience. We will work with you on an individual basis to meet any reasonable accommodation needs. Please let us know if you require any accommodation to participate in the recruitment and selection process.

By applying to this position, you are confirming you possess either a Canadian citizenship, permanent resident status or valid work permit.

Please note: Reference Checks, and/or Criminal Background Checks may be administered on suitably qualified candidates.