

Position:	Manager, Information Systems
Location:	Toronto, ON – RHRA operates in a hybrid working environment
Status:	Full-time, Permanent
Reporting to:	Director, Risk & Analytics, IT
Salary:	\$119,722 to \$149,652 – Commensurate with level of experience
Vacancy Status:	One (1) open position

About us:

The Retirement Homes Regulatory Authority (RHRA) is a self-financing authority independent of government, with the mandate to license and inspect Ontario's more than 780 retirement homes where over 70,000 seniors live. The RHRA is an agent for positive change, by working with the retirement homes sector to increase the protection, safety and well-being of our aging population.

The RHRA administers the Retirement Homes Act, 2010, which involves licensing homes, educating licensees, consumers and the public about the standards regulating retirement homes, carrying out inspections of retirement homes, and taking compliance and enforcement action as needed. The RHRA's guiding principle is that a retirement home should be a place where residents live with dignity, respect, privacy and autonomy, in security, safety and comfort and can make informed choices about their care options.

Position Summary:

Reporting to the Director, Risk & Analytics, IT, the **Manager, Information Systems** is a strategic, hands-on people leader responsible for the RHRA's technology, infrastructure, enterprise systems and cybersecurity within a regulatory environment. This role ensures systems are secure, reliable, and aligned with organizational priorities and compliance requirements. The Manager leads and develops a high-performing team, while driving system improvements, managing risk, and advancing cybersecurity practices to protect organizational data and support effective service delivery. Working collaboratively across the RHRA, this role enables efficient operations and informed decision-making through technology.

Key Responsibilities:

- Oversee the RHRA's technology infrastructure, including servers, networks, software, cloud environments, software, endpoints, mobile devices, printers, telephony, and conferencing system to ensure reliable, secure, and optimized operations.
- Maintain a hands-on role when needed to configure systems, resolve technical issues, and support end users, ensuring an in-depth understanding of operational realities.
- Manage crisis or incident situations involving complex hardware, software, or system issues.
- Develop IS budgeting projections on a company-wide basis, including managing the systems and technology budget, determining how money will be spent to get the work done in the most cost-effective manner, and accounting for these expenditures.
- Develop, document and implement IS policies, procedures, and best practices throughout the organization.
- Manage and document the inventory of technology assets from procurement to distribution and to disposal.
- Prepare and review periodic operational reports and other project progress reports to ensure project delivery within timelines, scope and cost.

- Develop, consolidate and maintain monthly operational reports, and collaborate with business units to design meaningful dashboards and performance metrics that enable department managers to monitor activity, track SLAs and make data driven operational decisions.
- Serve as the technology lead on organizational projects, providing IT guidance on feasibility and requirements, and ensuring all technology related components are planned, executed and delivered effectively.
- Prepare quarterly report for systems and technology to include, but not limited to, project status update, budget utilization and forecast, emerging issues and recommending updates to procedures and policies or new technology to address issues or reduce risks.
- Ensure licenses, registrations, renewals, survey forms, etc. related to systems and technology operations and/or services are accurately and timely completed.
- Ensure that the organization has a proper and tested business continuity and disaster recovery plan.
- Lead the organization's cybersecurity posture, including conducting cybersecurity assessments, responding to and managing cybersecurity incidents, implementing preventive controls, and ensuring staff receive ongoing training and awareness on cybersecurity best practices.
- Achieve value through the development, management and control of vendor contracts to meet business objectives, minimize potential business disruption and ensure more sustainable multi-sourcing.
- Lead or support the development of Request for Proposal (RFP), Request for Information (RFI), and related procurement documentation to ensure clear requirements, alignment with organizational objectives, and effective vendor evaluation, and conduct thorough assessments of IS vendor proposals to evaluate cost effectiveness, feasibility, and alignment with defined requirements, providing well informed recommendations.
- Build strategic and collaborative relationships with vendors to support future initiatives, drive service excellence, and maximize value-added outcomes for the organization.
- Manage the daily operation of the IS unit, ensuring to supervise staff, analyze workflow, establish priorities, develop standards, set deadlines and review work as needed.
- Manage information systems personnel and contractors to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems.
- Conduct ongoing employee performance evaluations and supports career development to build a strong and high performing IS team.
- Leverage non-IT internal resources to assist with the delivery of IT initiatives.
- Stay ahead of technological trends, documenting insights and recommendations to senior leadership.
- Continuously evaluate user experience, system functionality, and process efficiency to support organizational needs.
- Identify opportunities to leverage AI and automation to improve workflows, data accuracy, and day-to-day operations.
- Undertake additional assignments or special projects as required.

Minimum Qualifications:

- Completion of a post-secondary degree in a related discipline such as Information Technology, Information Systems, Computer Science, Engineering, and/or a combination of relevant education and experience.

- Minimum of five (5) years of related/transferable work experience.
- Professional certifications as appropriate.
- Knowledge of current trends and demonstrated experience in specific systems relevant to the RHRA operation (hardware – Servers, laptop, boardroom conferencing, software – Office suite, SQL, Power BI, operating systems – Windows Server, Windows 11, network and wifi systems, troubleshooting, virtualization, cybersecurity, cloud environments – Office 365, Dynamics CRM 365, AI - Copilot, etc.).

Required Competencies:

- Advanced understanding of business and management principles involved in strategic planning, resource allocation, leadership technique, production methods, and coordination of people and resources in order to contribute to and implement organizational strategy.
- Extensive expertise in computer operations, technical support and systems programming and the ability to use and execute advanced computer functions to install, program, administer, troubleshoot and monitor systems.
- Strong understanding of cybersecurity principles, risk mitigation practices, and incident response to ensure the protection and resilience of organizational systems and data.
- Solid analytical and problem-solving skills to interpret needs, assess situations, evaluate alternatives, and implement solutions.
- Creative thinking to develop, design or create new applications, ideas, systems, or products that enhance the RHRA's operations.
- Strong ability to employ critical thinking skills, using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Sound Judgment and decision-making to consider the relative costs and benefits of potential actions and to choose and recommend the most appropriate one in the best interest of the organization.
- In-depth project and time management and leadership skills to ensure the execution of time-sensitive IS activities in a cost-effective manner.
- Proven ability to lead organizational changes related to technology adoption, ensuring effective stakeholder engagement, training, and successful implementation of new tools and processes.
- Demonstrated dedication to customer service, teamwork skills and the ability to develop and maintain constructive and cooperative working relationships with people at all levels in the organization.
- Active listening, interpretation and observation skills to obtain and translate information and to ascertain user needs.
- Effective verbal, presentation and written communications skills to convey information in a concise and focused manner.
- Confidentiality of organizational, fiscal and personnel related information that the incumbent may become privy to in the performance of duties.
- Bilingualism – French/English – oral and written - considered a significant asset.
- Don't check all the boxes? We encourage you to apply anyway!

The RHRA offers a great working environment, learning and development opportunities, work-life balance, competitive compensation and benefits package.

Other Requirements:

Satisfactory Professional and Criminal Reference Checks. RHRA currently operates in a hybrid work environment. Required office equipment (laptop, headset, softphone) will be provided. Please note that applicants who receive any conditional offer of employment from RHRA may be required to provide proof that they are double vaccinated with a COVID-19 vaccine approved by Health Canada as a condition of employment and to maintain their status as fully vaccinated as a condition of continued employment. RHRA will consider individual requests for accommodation by applicants who cannot be fully vaccinated due to grounds protected under the Human Rights Code.

Accommodation:

Retirement Homes Regulatory Authority (RHRA) has a diverse workforce and is an equal opportunity employer. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs.

Application process:

Retirement Homes Regulatory Authority (RHRA) invites applications from all qualified individuals. The RHRA is committed to equal opportunity, diversity in the workplace, equity and reconciliation, and welcomes applications from Indigenous people, Black and racialized groups, people with disabilities, 2SLGBTQ+ people and women.

Interested candidates may submit their **cover letter and resume** to careers@rhra.ca by **May 6, 2026**.

We thank all applicants; however, only those under consideration will be contacted.