



## Position Profile

### CHIEF INFORMATION AND TECHNOLOGY OFFICER

REPORTS TO: CHIEF EXECUTIVE OFFICER

ORGANIZATION: MANITOBA PUBLIC INSURANCE

DATE: FEBRUARY 2021

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#### ABOUT MANITOBA PUBLIC INSURANCE

Established in 1971 to address a private system that was considered expensive, inadequate and confusing, Manitoba Public Insurance (MPI) provides universal mandatory basic automobile coverage for drivers and private and commercial vehicles as well as optional insurance products.

MPI has an important financial role in Manitoba. It is accountable for the responsible management of billions of dollars of Manitoba's assets and the administration of over a billion dollars of long-term liabilities. MPI is responsible for the cost-effective operation of the provincial automobile insurance enterprise, ensuring Manitobans continue to benefit from low automobile insurance rates.

Reflective of the *In Focus* theme, Manitoba Public Insurance is dedicated to achieving value for Manitobans, meeting the needs of its customers and ensuring the long-term sustainability of this insurance system. The Board of Directors is working with MPI management to execute an aggressive and proactive fiscal restraint strategy and streamline and enhance its operations to optimize the customer experience. Value is created through affordable insurance (price), comprehensive protection against the cost of collisions (coverage), service where and when you need it (service) and easily attainable coverage and services that do not discriminate (access).

Working collaboratively with its partners and through the commitment of its 1,900 employees, Manitoba Public Insurance continues to focus on:

- Strong fiscal management, leading to low income volatility, long-term alignment between assets and rigorous cost controls to ensure that automobile insurance rates can remain as low as possible
- Creating exceptional customer experience

#### MPI Values:

- Striving for excellence
- Providing value for Manitobans
- Doing what's right
- Investing in people

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#### MPI By the Numbers

- 1,900 employees
- Legislation that requires for every dollar collected in premium, 85 cents must be returned to the policy holder in the form of claim payments or benefits
- \$1.3 billion annual premium revenue
- 21 service offices across Manitoba
- 300 Autopac agencies
- 297,920 claims filed
- \$2.7 billion investment portfolio

- Facilitating proper and accountable collision repair
- Protecting Manitobans through superior coverage
- Connecting with our communities

MPI also administers driver and vehicle licensing services, oversees vehicle registrations and safety inspections on behalf of the Government of Manitoba and promotes road safety by educating drivers and helping communities to initiate local safety programs. MPI administers the Manitoba Identification Card, the Enhanced Identification Card and the Enhanced Driver's Licence programs.

## ABOUT THE POSITION OF CHIEF INFORMATION AND TECHNOLOGY OFFICER

As a member of the executive team, the Chief Information and Technology Officer (CITO) will drive organizational transformation through the strategic use of technology while ensuring the efficient delivery of IT services. The CITO will provide strategic leadership to the IT services, enterprise support, architecture, business transformation and information security functions ensuring they support high quality, effective, accessible delivery of automobile insurance and driver and vehicle licensing services to Manitobans. The CITO will promote and guide the management of information as a strategic business asset and lead technology adoption and integration as a key component of the business transformation.

The CITO will guide the development and implementation of a long-term technology, information management, technical and business architecture strategy, to ensure corporate-wide alignment of information systems, the successful execution of corporate strategic initiatives, and the creation and adaptation of technological platforms to improve customer, partner and employee experience. The CITO will ensure MPI's data, information and systems are protected from external threats. They will establish a high-performance organization with dedicated, skilled, engaged and customer-focused team members, efficient service delivery, and effective governance and risk practices.

Candidates inspired by the opportunities and challenges of leading a major IT organization and business transformation in a well-established progressive organization, in a fast-paced rapidly evolving industry, and who have the leadership ability to create the environment conducive to innovation, service excellence, adaptability and results achievement will want to explore this rare opportunity.

## LEADERSHIP ACCOUNTABILITIES

### Accountability 1: Strategic Planning and Transformation

- Champion transformation throughout the organization by ensuring a clear understanding of the business and the identification of technology and digital solutions
- Participate in the development of the vision, direction, goals and objectives of the organization and ensure the technology strategies and solutions support the organizational vision and goals
- Provide strategic direction and ensure the development of strategies for all enterprise wide IT operations, including strategic sourcing and vendor management, information security, IT service, data and analytics management, business architecture, IT platforms and infrastructure (including cloud-based) and applications
- Provide expert advice and guidance to senior leadership on information technology and its impact across the full range of business strategy, programs, products and services and operational issues

- Develop and implement processes and practices to identify business and technology needs and expectations of Manitobans, MPI departments and other internal stakeholders
- Develop and implement processes to ensure a current understanding of new and emerging technologies and platforms, trends, new practices and solutions
- Develop and implement processes and practices to evaluate MPI's ability to meet needs and address future conditions or issues
- Create strategies to position the organization in the future by anticipating and acting on trends
- Translate the strategic plan into operational and business plans for information technology services, data analytics, business transformation, system architecture, business architecture and enterprise systems support and communicate operational objectives to all employees and appropriate stakeholders

### **Accountability 2: Operational and Performance Leadership**

- Oversee development of enterprise standards, technology architecture and technology evaluation and transfer
- In collaboration with the executive team establish and implement an effective IT governance framework, processes and practices
- Develop the annual expense and capital expenditure budget for information technology, monitor adherence to budget and create long-term projections
- Ensure the effective leadership and implementation of strategic business transformation initiatives and projects approved by MPI's Management Committee
- Drive the development of enterprise technology standards, governance processes and performance metrics to ensure IT delivers value to the enterprise
- Lead the enterprise planning change control and policy-making committees
- Ensure corporate-wide alignment of information systems technology through the use of technology roadmaps and standards for infrastructure, application and system architecture
- Oversee the life-cycle management of MPI's information systems, effectively manage the Corporation's information resources and the provision of ancillary support services
- Lead the effective and efficient planning, management, acquisition, development, deployment and support of all infrastructure and related support services pertaining to information processing
- Lead the development, management and maintenance of an efficient and fully functional data and analytics centre which provides continuous operational support to corporate data, applications and clients that includes: vendor management, IT infrastructure, business services and business analytics
- Effectively manage information technology security and risks including business continuity programs and disaster recovery planning to protect the Corporation's information and technology assets
- Ensure the Corporation's enterprise systems are operating in an accessible, convenient, dependable and efficient manner so that users can access MPI's products/services and obtain the information they require in a timely fashion
- Ensure enterprise applications and platforms support efficient and effective vehicle registration, driver licensing, insurance and claims administration processes

- Implement strong fiscal management approaches and plans to ensure the optimal investment in MPI's significant technology infrastructure assets
- Ensure the effective negotiation and development of vendor contracts and rigorous monitoring to ensure value
- Embed accountability, efficiency and continuous improvement in the technology processes and practices throughout the organization
- Monitor the performance of the organization to ensure adherence to Board direction, established budgets and performance standards in the consistent delivery of high-quality services to MPI clients
- Ensure regular reviews of portfolio performance are completed and provide clear monthly, quarterly, annual and ad hoc reports to the Board and the executive leadership

### **Accountability 3: Organizational and People Leadership**

- Ensure the development, implementation and maintenance of an effective organizational structure for the delivery of information technology services
- Build and sustain a cohesive, collaborative IT management team who are committed to the best interests of the MPI organization and who consistently explore opportunities to better utilize technology to enhance services
- Sustain a high-performance culture and environment where multiple perspectives are sought out, appropriate risks are encouraged and employees are committed to excellence in service delivery

## **ABOUT THE EDUCATION, EXPERIENCE AND COMPETENCY REQUIREMENTS**

The Chief Information and Technology Officer is a key contributor to the overall success of the MPI organization and requires strong leadership skills and the ability to develop and maintain an environment aligned with the organization's key values. Candidates must meet the following education and experience requirements and be able to demonstrate several leadership and technical competencies.

The successful candidate for this position will have an advanced degree in business, computer science, information systems or a related discipline complemented with a minimum of 15 years senior experience in digital transformation, information technology management, project management, business improvement and innovation. Senior experience in the insurance or financial services industry would be an asset. A strong understanding of information technology management, including hardware and software, and of enterprise application and data architecture principles and associated tools, technologies and methods is necessary. Extensive experience and a proven track record of successfully leading concurrent, large corporate-wide project implementations and managing large, multiple and cross functional teams is required. Significant financial expertise is required to oversee the proper stewardship of MPI's technology investments.

The ideal candidate will have a demonstrated track record of identifying innovative technology solutions to enhance customer experience, streamline processes and maximize the use of data and information; driving rapid business transformation. This experience will be enhanced by strong research and analysis capabilities and the ability to synthesize complex data and communicate ideas and information in a concise and straight forward manner.

The CITO must be capable of positively influencing executive management and the Board of Directors and of effectively negotiating with vendors and stakeholders.

### Competency Requirements

Candidates must be able to demonstrate the following leadership competencies to be successful in carrying out the mission and achieving the vision of Manitoba Public Insurance:

<b>Integrity and Resilience</b>	<ul style="list-style-type: none"> <li>• Keeps the greater good of MPI in mind at all times</li> <li>• Makes principle-centered decisions</li> <li>• Assumes responsibility, accountability and follows through when making commitments</li> <li>• Demonstrates sincerity, honesty, respect, empathy and adherence to standards and values of MPI</li> <li>• Maintains composure and perspective in difficult or volatile situations</li> <li>• Handles conflict and criticism in a positive and professional manner</li> </ul>
<b>Superior Oral, Written and Presentation Skills</b>	<ul style="list-style-type: none"> <li>• Defines the principles and framework of effective organizational communication</li> <li>• Actively listens to messages being communicated by stakeholders</li> <li>• Articulates complex ideas in a clearly understandable way</li> <li>• Creates and conducts powerful presentations to small and large groups</li> <li>• Develops well-constructed documents and reports</li> <li>• Provides sound, credible and thorough information to executive management and the Board of Directors</li> <li>• Effectively facilitates meetings and discussions to assist participants in reaching shared decisions and fostering positive relationships</li> </ul>
<b>Visionary and Change Leadership</b>	<ul style="list-style-type: none"> <li>• Has broad knowledge and perspectives</li> <li>• Establishes a shared vision and common goals and creates the environment where the organization can achieve them</li> <li>• Understands the impact of external influences on the internal environment</li> <li>• Adopts a long-term view of organizational strengths, weaknesses, opportunities and risks in a changing operational environment</li> <li>• Clearly articulates a practical vision for the future, a credible case for change / enhancement and to influence and inspire others to work as part of a team toward that vision</li> <li>• Sponsors and leads transformation toward the vision</li> <li>• Promotes cooperation, collaboration and partnerships between individuals or groups both within and outside of MPI, ensuring everyone understands each others' roles, responsibilities and contributions</li> <li>• Identifies critical operational issues that will have an impact on the organization</li> </ul>
<b>Excellent Judgment</b>	<ul style="list-style-type: none"> <li>• Efficiently and effectively perceives and assesses situations</li> <li>• Understands when decisions require input and when they do not</li> <li>• Asks the right questions to get the information needed</li> <li>• Draws sound conclusions and recommends changes in policies and practices as required</li> <li>• Identifies the impacts and risks associated with decisions and takes appropriate risks</li> <li>• Influences decisions that challenge the status quo and provoke growth and positive development in the organization</li> <li>• Takes responsibility for difficult decisions</li> </ul>

	<ul style="list-style-type: none"> <li>Ensures the executive and Board is appropriately informed of issues</li> <li>Defines decision-making model(s) / principles / criteria for others</li> <li>Utilizes objective, factual and valid information from a variety of sources to make informed decisions, understands the potential impacts, and keeps all relevant parties informed</li> <li>Understands complex political situations and determines effective strategies to maximize opportunity and minimize risk</li> </ul>
<b>Talent Development</b>	<ul style="list-style-type: none"> <li>Understands the capacity, capability and competency requirements of the portfolio to meet its short and long-term goals and objectives</li> <li>Ensures the organization has the right strategies, programs and processes to build and sustain these capabilities and capacities</li> <li>Coaches and mentors team members to develop needed competencies</li> </ul>
<b>Political Acumen</b>	<ul style="list-style-type: none"> <li>Understands and respects the role of the government, the Board of Directors and senior management and how they work together</li> <li>Understands the culture and environment of the Province of Manitoba and translates that understanding to determine what policies, practices and standards the government would find acceptable</li> <li>Gains and effectively uses knowledge of formal and informal political, social and organizational structures and relationships to achieve positive change</li> </ul>
<b>Results Orientation</b>	<ul style="list-style-type: none"> <li>Incorporates the needs of clients and stakeholders when setting standards, corporate strategies and organizational direction</li> <li>Sets goals and priorities that maximize the use of resources available to consistently deliver results based on organizational direction and stakeholder expectations</li> <li>Driven to meet a high standard of performance</li> <li>Facilitates the implementation of strategies to achieve defined service expectations and superior service delivery</li> <li>Monitors progress towards a goal, anticipates problems and makes adjustments when necessary</li> <li>Employs advanced quality / continuous improvement techniques and strategies to optimize systems and improve organizational effectiveness</li> </ul>
<b>Financial Acumen</b>	<ul style="list-style-type: none"> <li>Understands the financial model of the organization and the elements that impact the model and financial performance</li> <li>Implements strong budgeting, financial reporting and monitoring processes</li> <li>Implements a risk-based approach to financial management and ensures appropriate practices are in place</li> </ul>

We ask that individuals with an interest in further exploring this exciting opportunity contact:

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## About Manitoba

Founded in 1870, Manitoba means “where the spirit lives” in the languages of the Indigenous people who first lived in the region. Commonly referred to as ‘Friendly Manitoba’, the province’s urban and rural communities are diverse and welcoming.

Manitoba is the province at the longitudinal centre of Canada. One of the three prairie provinces, it is Canada’s fifth-most populous province in a population estimated at 1.2 million people. Manitoba has a widely varied landscape and is home to five distinct ecozones: prairie, boreal plains, boreal shield, taiga shield and Hudson plains.

Manitoba has a high standard of living, steady economic growth, diversified industry, and high employment. Our central location and excellent air, rail and roads make Manitoba a gateway to the rest of Canada, North America, and the world. Manitoba’s economy has a great reputation for innovation, quality, reliability, and sustainability in the national and global market place.

The average summer temperature in Manitoba is +26°C (79°F); the average winter temperature is -12°C (10°F)

Manitoba is fortunate to have an abundance of freshwaters including lakes, rivers and wetlands making it a popular spot for outdoor enthusiasts. It is home to over 100,000 lakes including Lake Winnipeg, Lake Manitoba and Lake Winnipegosis and surface water covers approximately 16 percent of the province. Manitoba has more than 90 parks to explore, including two National Parks (Riding Mountain National Park and Wapusk National Park). Some of Manitoba’s most popular attractions include:

**Churchill** - Popularly known as the "Polar Bear Capital of the World," lies on the harsh, rocky coast of Hudson Bay. Tours in tundra buggies - giant large-wheeled vehicles with caged windows - allow visitors close up encounters with the bears.

**Grand Beach** - Encompasses a huge stretch of soft sand beach on the shores of Lake Winnipeg. It is considered one of the nicest beaches in Canada.

**Riding Mountain National Park** - This scenic park is a combination of recreation area and nature reserve. The deep lakes in Riding Mountain such as Clear Lake, Lake Katherine, and Deep Lake are popular fishing spots and there are numerous walking and cycling trails throughout the park.

**Gimli** - Gimli is a small resort town, approximately an hour's drive north of Winnipeg, on the shores of Lake Winnipeg. In the summer, Gimli comes to life as visitors and cottagers flock to this area to enjoy the beaches. One of the annual highlights is the Icelandic Festival of Manitoba, known as Islendingadagurinn, which takes place over the long weekend in August.

**Whiteshell Provincial Park** - About a 1.5-hour drive east of Winnipeg, Whiteshell Provincial Park is a popular summer destination. The landscape is typical of the Canadian Shield. The resort communities of Falcon Lake and West Hawk Lake to the east of the park are home to beaches, and offering opportunities boating and watersports.

**Lower Fort Garry National Historic Site** – Just outside Selkirk, the Fort Garry National Historic Park is the only stone fort from the fur trading era to survive intact anywhere in North America. Visitors to the fort will be able to view period furniture and household items and visit with costumed employees who act out the roles of the fort’s inhabitants.

**Narcisse Snake Dens** – In late April/early May, tens of thousands of garter snakes emerge from their winter dens. Visitors can watch the snakes from observation.





**Pinawa Dam Provincial Park** – Set in a picturesque area of the Canadian Shield, the ruins of the 1906 dam are the central feature of this park.

**Hecla Island** - Part of Hecla-Grindstone Provincial Park, Helca Island is a popular get-away. There are hiking trails, 18-hole golf course, spa and resort.

**Canadian Fossil Discovery Centre** – Located in Morden Manitoba, this museum contains Canada's largest collection of marine reptile fossils.

**Mennonite Heritage Village** - Located in Steinbach, the Mennonite Heritage Village recreates Mennonite life from the 16th century to the present day, and features changing themes.



## About Winnipeg

Winnipeg is the vibrant capital city of Manitoba and lies at the geographic heart of North America. “The Peg” is located in the fertile Red River Valley at the junction of the Red and Assiniboine Rivers. One of the most economically and culturally diverse cities in Canada, Winnipeg is well known for its cultural achievement, flourishing arts scene, and welcoming spirit.

A “City of Sunshine” we have the highest average number of sunlight hours in Canada with an average summer temperature of 25.4°C and an average winter temperature of -12.9°C.

Well known as a transportation hub and the “Gateway to the West”, key industries in Winnipeg include aerospace, agribusiness, finance and insurance, health and biotechnology, information and communications, electric power and apparel and furniture manufacturing. Major employers include Investors Group, MTS Allstream, Canada Life, Palliser Furniture, Motor Coach Industries, New Flyer, Boeing, Standard Aero, Pollard Banknote and Bristol Aerospace.



Our city is in the midst of expansive growth and development that is cementing our reputation as a community with growth opportunities in every industry and sector. Here we highlight but a few of these exciting initiatives:

**CentrePort** – The development of an inland port which will be a hub of transportation activity that brings together road, rail and air cargo to a central location for re-distribution with the intent of facilitating international trade and distribution and creating value added services as goods move through the supply chain. Winnipeg’s proximity to the geographic centre of North America, and 20,000 acres of land around the airport will be capitalized on to expand Winnipeg’s position as one of North America’s most important trading centres.

**Assiniboine Park & Zoo Expansion** – Winnipeg’s premier green space is already visited by millions of people annually and already boasts the Leo Mol Sculpture Garden, the Assiniboine Park Zoo, a Conservatory, and the Lyric Theater at which free concerts play throughout the summer season. With the establishment of the Assiniboine Park Conservancy, a private not-for-profit corporation dedicated to improving its infrastructure and services, the park and zoo are quickly expanding upon their world-class floral, zoological, artistic and activity based attractions to deliver internationally renowned entertainment and recreation options. The Journey to Churchill exhibit and the planned Diversity Gardens will attract visitors from around the world.





**The Canadian Museum for Human Rights** – located in the heart of downtown Winnipeg, the Canadian Museum for Human Rights, Canada's first federal museum located outside Ottawa, is housed in an iconic building and will be a national and international destination and a centre of learning where Canadians and people from around the world can engage in discussion and commit to taking action against hate and oppression. Opened in 2014, it enhances the public understanding of human rights, promotes respect for others, and further cements Canada's reputation for championing human rights issues from right here in Winnipeg.

**SHED** – CentreVenture Development Corporation's proposed Sport, Hospitality and Entertainment District (SHED) development plan for downtown Winnipeg includes an outdoor public square, two new mixed commercial developments, and additional parking facilities in addition to plans for expanded retail development and expansion of Winnipeg's sheltered skywalk system.

**True North Square** - An iconic mixed-use development in the heart of Winnipeg's burgeoning downtown. True North Square is more than a collection of buildings – it is a living entity ready to accommodate a dynamic Winnipeg community, drawing in and capitalizing on the synergies between working, living, socializing, and gathering all in one central location. When complete, True North Square will feature four towers spanning over one million square feet of Class A office, residential, retail, hotel and public space.

**Investors Group Field** – Home of the Winnipeg Blue Bombers and the Manitoba Bisons, Investors Group Field is a world-class athletic and recreation venues have been constructed near the University of Manitoba. The facility includes a new stadium with over 33,000 seats and 40 private suites with additional hospitality areas, and a new fitness centre.



**Winnipeg Jets** – Adding to the excitement of two professional sports teams, the Winnipeg Blue Bombers and the Winnipeg Goldeyes, True North Sports and Entertainment brought us back our beloved Winnipeg Jets in the 2011/12 season.



**James Richardson International Airport** – The \$585 million transformation of Winnipeg's airport including the construction of a new terminal, access road, parkade and an additional hotel means Winnipeg's ever increasing passenger and cargo traffic levels will continue to be managed safely and efficiently. With expanded retail services reflective of Winnipeg, the ability to accommodate more and larger international flights, the opening of a new bus terminal, and the relocation of the Canada Post plant nearby, Winnipeg's airport is literally positioned to become one of the busiest in Canada.

With over 935 parks, 24 golf courses, 50 indoor arenas and curling rinks, 40 galleries, 50 theatres and performance venues, and 20 libraries we believe in community, recreation and fun. Some of the top attractions in Winnipeg include:

**The Assiniboine River walk** - a lighted pathway that lies on the north shore of the Assiniboine River from the Forks to the Legislative Grounds.

**The Manitoba Centennial Centre** - home to Canada's Royal Winnipeg Ballet, the Winnipeg Opera Company and the Winnipeg Symphony Orchestra, located in downtown Winnipeg includes the Concert Hall and Planetarium and the Manitoba Museum.

**Rainbow Stage** - located at Kildonan Park offers fun, superb, award winning performances of popular Broadway hits in a covered outdoor setting.

**The Manitoba Theatre Centre** – Canada’s first English-speaking regional theater and a model for regional theatres throughout North America; presents over 250 performances annually for more than 150,000 theatre lovers.

**Fort Whyte Centre for Environmental Education** - is a wild oasis offering forests; self-guided trails, an interpretive centre and fresh water aquarium.



We enjoy numerous unique festivals in our community including the Red River Exhibition with Manitoba’s largest midway and a wide variety of family entertainment. Folklorama is the largest running multicultural event in the world of its kind, held throughout the city for two consecutive weeks during the summer months. The Winnipeg Fringe Theatre Festival is the second-largest fringe festival in North America. The annual Winnipeg Folk Festival is internationally renowned, 40 years old and running strong. The Festival du Voyageur is one of North America’s longest running winter festivals. These along with numerous others including Winnipeg International Children’s Festival, and the Winnipeg Jazz Festival, which hosts some of the finest Jazz Musicians from around the world and

converges at the Winnipeg Art Gallery (Canada’s oldest public Art Gallery,) help ensure that our unique contemporary culture grows and thrives.

There is no shortage of entertainment options and we have a sophisticated and open cultural scene. Canada’s crossroads is easy to get to by land, rail or air; but difficult to leave.

For more information on Winnipeg please visit <https://www.travelmanitoba.com>, [www.winnipeg.ca](http://www.winnipeg.ca), [www.economicdevelopmentwinnipeg.com](http://www.economicdevelopmentwinnipeg.com), [www.winnipeg inland port.ca](http://www.winnipeg inland port.ca), and [www.centreventure.com](http://www.centreventure.com).