Vice President, IT & Chief Information Officer (CIO)
London, ON

Take your career to unprecedented heights.
This is your transformative opportunity to elevate London Hydro's reputation as a technology leader and to lead a talented team in a collaborative, innovation-driven environment.

We are seeking an innovative and strategic technology leader with a proven track record in digital transformation, information systems, IT infrastructure, cybersecurity, SAP ERP, and large-scale IT project delivery. If you thrive in navigating complex challenges and shaping the digital future of an organization, this is your moment to make a lasting impact.

In today's rapidly evolving digital landscape, characterized by emerging technologies, sophisticated cybersecurity threats, and heightened regulatory expectations, IT plays a mission-critical role. As our Vice President, IT & CIO, you will define and execute London Hydro's technology strategy to ensure robust, secure, and customer-centric operations.

At this pivotal time, the successful candidate will be expected to dedicate focused leadership and strategic insight to two high-priority enterprise initiatives:

1. The successful completion and stabilization of the organization's new S/4HANA-based Customer Information and Billing System, a cornerstone for future customer service innovation and operational efficiency.

2. A cross-functional, enterprise-wide regulatory effort, where the CIO will play a central role in supporting the development and defense of a comprehensive rate application before the regulator.

Both undertakings demand a CIO who is not only technically adept, but also collaborative, business-minded, and deeply engaged in enterprise-wide planning and execution.

WHAT YOU WILL DO
- **Team Leadership:** Provide direction, supervision and mentorship to multi-disciplinary IT teams to ensure excellence in performance, and professional growth.
- **Strategic Leadership:** Contribute to the development and execution of London Hydro's Strategic Plan in collaboration with the CEO and Executive team. Develop and execute a multi-year IT & Cybersecurity roadmap aligned with business objectives. Establish and achieve performance metrics for the division, ensuring innovation, operational excellence, customer-focused service, compliance, accountability, and alignment with desired business outcomes.

- **Enterprise Systems and Business Applications:** Oversee the strategic direction, performance, operability, availability, management, and continuous improvement of IT-supported enterprise and departmental technology solutions, including major business applications, productivity tools, telephony systems, and end-user platforms, ensuring effective project management, strategic collaboration regarding goals and requirements, reliable performance, strong user support, and a positive, efficient end-user experience. Develop, implement, and monitor a comprehensive IT asset lifecycle-management program.

- **Systems Information & Digital Transformation:** Continuously evaluate emerging technologies and trends, and recommend and champion the adoption of advanced technologies and integration strategies to support innovation, operational excellence, service delivery and customer satisfaction. Ensure seamless execution of IT projects with business goals and superior project delivery standards.

- **Cybersecurity, Risk Management & IT Governance:** Oversee the development, implementation and operation of comprehensive IT cybersecurity protocols. Monitor and ensure compliance with industry and governmental mandates, including OEB regulations (e.g., Ontario Cyber Security Framework and the Ontario Cyber Security Standard), evaluate their impact on operations, and assist with change management. Champion the creation and deployment of effective IT risk mitigation strategies. Develop, implement and enforce IT policies, practices and robust governance frameworks. Develop, implement, and test, on a regular basis, disaster recovery plans and playbooks in support of business continuity. Champion a strong culture of cyber risk awareness and accountability.

- **IT Infrastructure, AMI, and OT Support:** Oversee the capacity, reliability, availability, efficiency, performance and integration of IT infrastructure and assist with the organization's enterprise disaster recovery and business continuity planning from an IT perspective. Provide strategic guidance and support on cloud migration strategies, security in multi-cloud and hybrid environments, and integration with on-premise systems. Oversee and guide AMI production support and projects, collaborating with cross-functional teams to optimize and integrate AMI systems into defined meter-to-cash processes. In collaboration with the Engineering & Operations division, ensure IT support for the Operations Technology (OT) strategy and OT Cybersecurity program.

- **Operational & Financial Management:** Guide and oversee the preparation of annual operating and capital budgets for areas of responsibility. Ensure IT investments align with and achieve long-term business objectives and maintain regulatory compliance. Drive continuous improvement to achieve greater efficiency, productivity, and cost-effectiveness.

- **Stakeholder Relations & External Representation:** Cultivate strategic partnerships with vendors, technology partners, and key internal and external stakeholders. Prepare Board recommendations and participate at Board meetings. Represent London Hydro in industry forums, regulatory committees (e.g., OEB, IESO, EDA), and external consultations. Prepare proposals, presentations, reports, persuasive narrative evidence, arguments, recommendations, and supporting analyses.

- **Shared Services:** Identify and promote shared services opportunities by offering the organization's technology solutions and expertise to industry organizations within the province, generating value and fostering collaborative partnerships.

WHAT YOU WILL BRING

We welcome applications from all candidates, including those whose knowledge, skills, and experience have been developed through alternative pathways from the requirements listed below. London Hydro, at its sole discretion, may deem a job applicant to meet the job requirements if they have sufficient skill, alternate education, and/or experience related to the role.

- Successful completion of an Honours Bachelor degree from a recognized university. Additional, post-graduate education considered an asset.
- Minimum of 10 years at a senior management level, with proven achievements specifically (but not limited to) in: Digital transformation, information systems, enterprise IT projects, project management, IT infrastructure optimization, advanced Cybersecurity, advanced metering infrastructure (AMI).
- Relevant professional certifications (e.g., ITIL, CISSP, CISM, PMP, CMP) or similar credentials are considered an asset.
- Expertise in Cybersecurity regulatory frameworks (e.g., OEB, NIST, NERC CIP, Privacy by Design).
- Experience in a regulated industry, preferably the electricity / energy / utilities sector. Previous experience with SAP S/4HANA ERP / customer service and billing software preferred.
- Strong understanding of regulations and compliance requirements, including OEB and OBCA codes and regulations.
- Strong leadership, managerial, coaching, project management, change management and conflict resolution skills.
- Extensive experience working with Boards, Executives, senior management and external contacts and agencies. Able to establish and maintain positive and effective cross-functional relationships at all levels of the organization. Strong business acumen.
- Superior oral, written, presentation, and interpersonal communication skills, with the ability to simplify complex IT matters for a broad audience.
- Proven track record in negotiating complex agreements and managing IT risks. Demonstrated ability to employ effective conflict / dispute resolution skills.
- Research skills. Ability to exercise sound judgment. Advanced planning, project management, and problem-solving skills.
- High degree of judgment, discretion and attention to detail.
- Advanced proficiency in the use of Microsoft Suite and G-Suite.

WHY JOIN OUR TEAM

- London Hydro has been recognized by Canada's Top 100 Employers as one of the 2025 Southwestern Ontario's Top Employers. This recognition is a testament to our unwavering commitment to excellence and our dedication to fostering an environment where every team member can thrive.
- Competitive Salary
- Comprehensive Benefits Package, Including OMERS Pension Plan
- Competitive Vacation Entitlements
- Top-Up Leaves Program
- Learning & Development Opportunities

- Recognition & Social Programs
- Wellness and Family Assistance Program
- On-site Cafeteria & Free Fitness Centre
- Corporate Cellphone
- Hybrid Work Arrangement
- Positive, Collaborative and Safety-Focus Culture

Want to learn more about what makes London Hydro a great place to work? Watch our short video https://youtu.be/Pxw0_ZRnSKg, check our Strategic Plan 2025-2030 or visit our website at www.londonhydro.com.

SOUNDS LIKE A GOOD FIT? HOW TO APPLY
We invite you to submit your cover letter and resume as a single document (**in .pdf or .docx format only**), saving the file as your last name and first name with no spaces (i.e., LastnameFirstname) and email it to jobs@londonhydro.com with the subject line **Vice President, IT & CIO**

Deadline to Apply: Friday, July 4, 2025

BACKGROUND CHECKS & OTHER INFORMATION
The successful candidate will be required to complete a Criminal Record and education check prior to the commencement of employment.

While we appreciate all applications received, only those invited for an interview will be acknowledged. In accordance with Canadian immigration requirements, this advertisement is directed to applicants who are authorized to work in Canada.

London Hydro is committed to fostering a corporate culture and climate that values and supports a diverse, equitable and inclusive organization. London Hydro is an equal-opportunity employer. Accommodation is available under the Human Rights Code and the Accessibility for Ontarians with Disabilities Act. Any personal information submitted will be managed in accordance with the requirements of the Municipal Freedom of Information and Protection of Privacy Act and will be used only to determine eligibility for employment. We recognize the importance of work-life balance. Currently, we offer a hybrid work arrangement (In-Office and Remote) in accordance with London Hydro policy. Please note remote work is not guaranteed in the future and is subject to change.