



DURHAM REGIONAL POLICE SERVICE

Job Posting

Chief Information Officer (Full-Time)

Job ID: 23143

Open: Jan 14, 2026 Close: Feb 11, 2026

Branch and Unit

HR Director / Strategic Operations

Employment Type

This is a full-time, regular position.

Vacancies

Vacancies: 1

Tentative start date: March 2, 2026

Civilian Posting

Reporting to the Deputy Chief, Strategic & Operational Support, this position is responsible for the overall management of the IT Department including developing the IT strategy, managing the portfolio of technology services for everyday work and also for technology projects to meet business requirements. The incumbent will develop strategic initiatives to align IT activities with corporate objectives, and implement the governance required to enable this. The role will be expected to engage with senior management stakeholders in other departments to understand their business technology requirements and negotiate with these stakeholders to deliver appropriate technology services considering available resources. The position will also liaise closely with the heads of FIS and the Intelligence Unit to ensure a strong working relationship, active information exchange and collaboration and alignment of objectives and initiatives.

DUTIES & RESPONSIBILITIES

IT Strategic Planning

- Leads the definition, implementation and communication of the organizations IT strategic management framework
- Directs the creation and review of a strategy and plans to support the strategic requirements of the business

Technology Service Management

- Sets the strategic direction for managing the technology services portfolio, ensuring alignment with organizational strategies, objectives and emerging opportunities
- Promotes and assesses technology's potential to drive change, evaluating feasibility and impact
- Authorizes the establishment of new or modified technology service delivery capabilities. Integrates in-house and outsourced options, as well as delivery options leveraging multiple service delivery capabilities

- Maintains a strategic overview of how technology services contribute to organizational success

IT Governance

- Within the IT organization, directs the definition, implementation and monitoring of the governance framework to meet organizational obligations under regulation, law, or contracts
- Provides leadership, direction and oversight for technology related governance activities across the organization. Integrates risk management into frameworks, aligning with strategic objectives and risk appetite
- Provides assurance to stakeholders that the organization can deliver its obligations with an agreed balance of benefits, opportunities, costs and risks

IT Portfolio Management

- Authorizes the structure of portfolios and aligns the portfolio with strategies, objectives, governance frameworks and emerging opportunities.
- Recommends and implements corrective action by engaging and influencing senior management
- Lead the on-going monitoring and review of portfolios for impact on current business activities and the strategic benefits to be realized. Implements portfolio governance arrangements and effective reporting

Stakeholder Relationship Management

- Leads the development of comprehensive stakeholder management strategies and plans.
- Establishes and builds long-term, strategic relationships with key stakeholders to support service delivery and change initiatives.
- Acts as a principal point of contact, ensuring effective communication and alignment. Negotiates and ensures agreements meet stakeholder needs.
- Oversees the monitoring of stakeholder relationships, capturing lessons learned and providing feedback. Leads initiatives to enhance communication and relationships, promoting collaboration and understanding between all parties.
- Works well with all interested parties to identify stakeholders and establish effective decision-making models for technology in the organization

Budgeting and Forecasting

- Leads the development of budgets and forecasts for the IT department
- Incorporates scenario planning, sensitivity analysis and risk assessment into the budgeting and forecasting processes
- Collaborates with stakeholders to align budgets and forecast with organizational objectives and business metrics

IT Contract Management

- Oversees and measures the fulfilment of contractual obligations.
- Uses key performance indicators to monitor and challenge performance and identify opportunities for continual improvement. Develops strategies to address under-performance and compliance failures, including the application of contract terms.
- Identifies where changes are required, evaluates the impact, and advises stakeholders about the implications and consequences. Negotiates variations and seeks appropriate authorization.
- Actively supports and engages with experts and stakeholders to ensure continual improvements are identified through review and benchmarking processes

Performance Management

- Determines and delegates IT people management and functional management objectives and responsibilities.
- Creates and sets the direction for multiple IT workgroups to achieve strategic organizational objectives. Sets strategy for quality and performance measurement in line with organizational goals.
- Provides a work environment and resources that allow individuals and workgroups to perform their tasks efficiently.
- Leads the implementation of formal organizational processes such as recruitment, reward, promotion and disciplinary procedures

Information Security Strategy

- Directs the development, implementation, delivery and support of an enterprise information security strategy aligned with the business strategy
- Ensures compliance between business strategies and information security
- Leads the provision of information security expertise, guidance and systems needed to execute strategic and operational plans
- Secures organizational and external resources to execute the information security strategy

Business Continuity Strategy

- Sets the technology strategy for continuity management across the organization
- Secures organizational commitment, funding and resources for technology continuity management
- Communicates the policy, governance, scope, and roles involved in technology continuity management

Emerging Technology Monitoring

- Plans and leads the identification and assessment of emerging technologies and the evaluation of potential impacts, threats and opportunities
- Creates technology roadmaps that align organizational plans with emerging technology solutions

Data Analytics

- Directs the creation and review of a cross-functional, enterprise-wide approach and culture for generating value from data analytics and data science.
- Drives the identification, evaluation and adoption of data analytics and data science capabilities to transform organizational performance. Leads the provision of the organization's data analytics and data science capabilities.
- Ensures the strategic application of data analytics and data science is embedded in the governance and leadership of the organization.
- Aligns business strategies, enterprise transformation and data analytics and data science strategies

Customer Service Support

- Shapes the strategic direction for customer service across the IT organization.
- Defines service channels, service levels, standards and the monitoring process for customer service or service desk staff. Champions the service culture required to deliver organizational outcomes.
- Leads the development and implementation of organizational frameworks for complaints, service

standards and operational agreements.

QUALIFICATIONS & SKILLS

- A university degree in computer science, information technology, or related field
- Relevant Masters' degree, or equivalent education and experience
- Certification in leadership or strategic planning would be considered an asset
- 8 to 10 years + previous management experience in an information technology environment, leading IT teams in multiple disciplines.
- Experience presenting strategies and reports to senior leadership and/or Council
- At least 15+ years of experience working in IT with an understanding of all aspects of an information technology department
- General knowledge of NG911, CAD, and radio systems technologies, and operations will be considered an asset
- Understanding of technologies used by specialized departments such as FIS and the Intelligence Unit will be considered an asset
- Knowledge of systems architecture, understanding how systems and solutions can fit into the DRPS overall architecture.
- Knowledge of architecture frameworks such as TOGAF
- Knowledge of data strategy, data governance and data analytics systems and processes
- Knowledge of Drone technologies, as well as an understanding of Unmanned Aerial Vehicles (UAV) and Remotely Piloted Aircraft Systems (RPAS)
- Knowledge of use of specialized police tools such as facial recognition and robotics
- Knowledge of various standards used in a police environment, including cybersecurity standards such as NIST and ISO
- Knowledge of Artificial Intelligence
- Excellent analytical and organizational skills as well as leadership, communication, and interpersonal skills. In addition, strong customer service orientation is a requirement.
- Ability to relate to and communicate with other personnel at all levels.
- Exhibit strong teamwork abilities, working collaboratively within the IT Team and across all services to achieve common goals and deliver superior service.
- Possess outstanding verbal and written communication abilities, capable of asking relevant questions and conveying business related technical guidance to users with varying levels of technical understanding.
- Demonstrate strong presentation skills with the ability to communicate performance metrics and emerging technologies that support the IT strategy
- Maintain a high degree of professionalism and ethical conduct, ensuring confidentiality and security of IT systems and user data

Hours

Monday to Friday / Day Shift (will occasionally require flexibility in hours)

Salary Level

This is a Level 13 position \$210,009 to \$218,670 (2025-2029 Collective Agreement)

Selection

As part of the selection for this position, qualifications and skills listed in the posting will be assessed to measure the suitability of all applicants. Assessments may include, but not be limited to: resume review, skills assessment(s), interview(s), medical assessment, psychological assessment, functional abilities testing and/or background investigation.

Note: If you require accommodation at any time during the recruitment process, please advise the Human Resources contact on the posting. Appropriate assistance will be provided pursuant to the Service's Accessibility directive.

How to Apply

For direct consideration, applicants must apply online by uploading a cover letter, resume, and certificate proving required education/training. Scan all required documents as one (1) pdf.file and upload when resume is requested. Human Resources is unable to accept e-mail, FAX, or in-person applications.

Durham Regional Police is an equal opportunity employer.

We thank all applicants for their interest; however, only those selected will be contacted.

Contact

Applications for the above position will be accepted until 1600 hours on the closing date of this posting. Questions may be directed to Justin McGuire at jmcguire@drps.ca.