



JOB POSTING #188

Chief Information Officer (CIO)

Plexxus provides leading edge business support solutions to Ontario's health care sector. It is owned by 12 member hospitals: Bloorview Kids Rehab, Lakeridge Health, Mount Sinai, North York General, Rouge Valley Health System, St. Joseph's Health Centre, The Scarborough Hospital, Sunnybrook, Toronto East General, Toronto Rehab, University Health Network, and Women's College Hospital.

Plexxus is a not-for-profit shared service organization with a mandate to provide supply chain as well as transactional finance, human resources and payroll services to member healthcare organizations. The objectives of Plexxus are to improve service levels and maximize non-clinical efficiencies, resulting in savings for members that can be reinvested in direct patient care. Plexxus embodies values that reflect a commitment to excellence. *These include:* A focus on results while delivering value, acting with integrity and respect, inspiring our people, being flexible and responsive, and finding innovative solutions for our customers.

Position Scope

Reporting directly to the President and CEO, the CIO provides leadership in the development and implementation of information technology and related business process transformation, enabling Plexxus to achieve its mission and positioning the company for future growth.

The CIO is part of the Senior Management Team and is one of five of the CEO's direct reports; other direct reports are Chief Financial Officer, VP Operations, Account Executive and VP Human Resources.

Reporting to the CIO are the Project Director Integrated Technology Solutions, Director Information Technology and Director Data Administration.

Key Accountabilities

- Lead the strategic development and implementation of information systems including ITS to transform supply chain and back office functions for both Plexxus and its Member hospitals, on time, and on budget.
- Manage key stakeholder relationships with colleagues, member hospital executives and staff, and external partners to ensure alignment and support for strategic direction and business initiatives
- Work closely with key stakeholders to create a service and performance delivery culture, including the development of key performance indicators and service level agreements
- Lead the business transformation efforts to leverage the full value of the process changes and technology, realizing the expected financial returns and service level improvement
- Develop and lead a diverse team of technical and support staff in the Information Technology and Data Management areas
- Lead the development of a business wide Data Management strategy including sound governance whereby the company manages the quality, consistency, usability, security and availability of its data across Plexxus and its Member organizations and customers
- Negotiate external service and solution providers contracts, following procurement policy, and manage the ongoing partner relationships in a fiscally responsible manner; holding the providers accountable for agreed upon service delivery commitments



- Lead and participate on various internal and Board committees as required
- Represent Plexxus' privacy and technology related risk management needs, ensuring protection and privacy of records, data and information and compliance to relevant legislation; ensure disaster recovery plans are kept up to date, tested and actionable

Key Challenges

- ❑ Developing and implementing various business solutions and processes, recognizing the unique requirements and differences within the members' organizations
- ❑ Implementation of change management strategies that will deliver the efficiencies expected with standardized processes and technology

Success in the role will be measured by

- ✓ Meeting IT implementation and business transformation goals
- ✓ Building of high performing IT and Data Management functions
- ✓ Building effective stakeholder relationships
- ✓ Contribution to the achievement of the four Balanced Score Card dimensions; Member, Customer, Operational Excellence and Employee

Knowledge and Experience Required

- 10+ years in an executive level IT leadership role, relevant post secondary education; business and process transformation experience a must
- Experience in a complex, multi stakeholder environment; health care and/or shared service experience an asset
- Experience in leading the development and implementation of best-in-class ERP systems (ideally SAP) driving transformation change
- Demonstrated leadership competencies in the following areas;
 - Visioning and strategic planning
 - Decisive judgment
 - Leading change
 - Business and functional acumen
 - Driving and delivery of results;
 - Strong project management
 - Influencing and persuading
 - Team leadership
 - Relationship management
 - Negotiation
 - In depth problem solving and analysis
 - Interpersonal, written and presentation communication skills

Candidates interested in applying or learning more about this exciting opportunity are invited to contact Mimi Hancock, Senior Human Resources Manager, Plexxus at mimi.hancock@plexxus.ca, 416-673-5611. At Plexxus, we are committed to diversity and equitable opportunity for all individuals.

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