

Job Profile

Title:	Director, Facilities and Information Technology	Category:	Excluded
Reports to:	Vice President, Planning and Infrastructure	Group:	Planning and Infrastructure
Direct Reports:	Manager, Facilities (+3 indirect) Manager, IT Operations and Cyber Security (+4-5 indirect)		

Purpose

The Director, Facilities and Information Technology (Director) provides strategic leadership and enterprise oversight of the Victoria Airport Authority's (VAA's) critical infrastructure and technology systems portfolio. The Director is accountable for the long-term direction, governance, performance, and resilience of mission-critical airport systems—including passenger processing, baggage handling, and building automation—ensuring alignment with VAA's operational, safety, regulatory, and capital objectives.

A role model for VAA's values, the Director builds and sustains strong relationships with regulators, industry partners, tenants, and internal stakeholders, while providing senior leadership to a multidisciplinary team and ensuring alignment with VAA's strategic priorities.

Accountabilities

1. Develops and executes strategic plans, priorities, and performance measures for Facilities and IM/IT, ensuring alignment with VAA's corporate strategy and providing regular reporting to the Executive and Board.
2. Provides senior organizational leadership to multidisciplinary teams within unionized and excluded environments, ensuring workforce capability, succession readiness, labour relations oversight, and a high-performance culture aligned with VAA's values and strategic objectives. Provides confidential advice and strategic recommendations to the Executive on organizational design, workforce planning, labour relations, and employee relations matters to support the achievement of VAA's long-term organizational objectives.
3. Accountable for operating and capital budgets within assigned areas, including long-term capital planning, business case development, procurement oversight, contract tendering and negotiation, vendor governance, and responsible allocation of resources.
4. Provides strategic direction and enterprise oversight for airport facilities and IM/IT infrastructure—including baggage handling, building automation, public address systems, and CUPPS—establishing long-term asset lifecycle strategies, modernization roadmaps, and performance standards to ensure safe, resilient, and efficient operations.

5. Establishes and governs corporate frameworks, policies, and standards for facilities and IM/IT, ensuring regulatory compliance, enterprise risk management, cybersecurity oversight, information governance, and quality assurance.
6. Acts as VAA's senior representative for facilities and IM/IT, with regulators, industry partners, tenants, and service providers, ensuring compliance, effective collaboration, and alignment with sector best practices.
7. Ensures infrastructure reliability and business continuity through risk-informed planning, emergency preparedness, and integration of VAA's Safety Management System within all areas of responsibility.
8. Promotes a culture of safety, accountability, and operational excellence, reinforcing VAA's values and reputation within the community and aviation sector.
9. Performs other related duties as assigned.

Job Requirements

Education:

- Master's degree in business administration, operations management or equivalent discipline, and seven (7) years of recent related experience* or
- Bachelor's degree or diploma in computer science, computer engineering or equivalent discipline, and five (5) years of recent related experience; or
- A minimum of ten (10) years of recent (within the past 12 years) related experience* in a similar role.
- A Facilities Management Professional (FMP) designation or equivalent is an asset.

*Recent related experience must include:

- Progressive senior leadership experience in a management role, with accountability for strategic direction, operational performance, financial oversight, and team leadership within a similarly complex organization.
- Experience overseeing third-party vendors and service providers in the planning, implementation, modernization, and ongoing support of IM/IT and/or facilities infrastructure.
- Leadership experience supervising multidisciplinary technical teams within both excluded and unionized environments, including performance management and labour relations.
- Experience leading IM/IT and/or facilities infrastructure within an airport authority or other safety-critical, regulated environment is preferred.
- Experience developing and implementing an asset management program.
- Environmental management, sustainability frameworks, climate resilience, and regulatory compliance as applied to airport operations and infrastructure is an asset.

Other requirements:

- Must be eligible to work in Canada.
- Must possess a valid BC Class 5 Drivers License as a condition of employment.
- Must be able to obtain and maintain Enhanced Airport Security Clearance as a condition of employment.
- Must be willing to work outside normal work schedule to meet operational requirements.

Knowledge of:

- Industry standards, best practices, and security requirements related to airport facilities, infrastructure, and IM/IT systems and operations.
- Emerging trends, risks, and innovations in IM/IT, infrastructure modernization, and digital transformation.
- Airport operations management within a regulated, safety-critical environment.
- Strategic and business planning, including capital planning and asset lifecycle management.
- Procurement, contract management, and vendor performance oversight.
- Enterprise risk management principles and practices.
- IM/IT systems architecture, network administration, cybersecurity, and information governance.
- Business English, including professional report writing and presentation skills.

Skills and abilities:

- Exceptional communication skills, with the ability to translate complex technical and operational matters into clear, strategic insight for executive and diverse audiences.
- Proven strategic leadership, including setting direction, driving performance, and fostering a high-performance culture focused on accountability and continuous improvement.
- Demonstrated ability to exercise a high degree of autonomy, applying advanced judgement and accountability in enterprise-level decision-making.
- Ability to build and sustain effective relationships with internal leaders, executives, and external partners to support organizational objectives.
- Demonstrated capacity to lead concurrent strategic initiatives and ensure successful delivery in a complex, evolving environment.
- Advanced analytical thinking and sound judgement to assess risk, inform enterprise decision-making, and support organizational performance.
- Ability to develop and drive strategic direction and long-term plans aligned with corporate priorities and business objectives.
- Skilled in negotiation, conflict resolution, and stakeholder alignment to achieve optimal organizational outcomes.
- Broad knowledge of enterprise technology, infrastructure, and business applications, with the ability to ensure effective governance, oversight, and alignment with organizational standards, regulatory requirements and ethical practices.

Approvals

Prepared by:	Michelle McInnis	Date:	July 2026
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