VICTORIA INTERNATIONAL AIRPORT

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# Management Profile

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| Title: | Manager, IT Operations and Cyber Security | Category: | Excluded |
| Reports to: | Director, Innovation, Facilities and Information Technology | Group: | Planning and Infrastructure |
| Direct Reports: | IT Supervisor (+ 3 indirect reports) | | |

## Purpose

The Manager, IT Operations and Cyber Security (Manager) at Victoria Airport Authority (VAA) exercises independent judgement and decision-making authority over the airport's Information Technology (IT) environment, including infrastructure, operations, business systems, and cyber security programs. The Manager holds direct accountability for the strategic direction, operational performance, and continuous modernization of VAA's IT services, ensuring they remain reliable, secure, and aligned with the airport's long-term objectives.

The Manager exercises full supervisory authority over a multidisciplinary team of professionals — including hiring, performance management, and discipline — and holds direct accountability for confidential departmental budgets, workforce planning, and labour relations matters, including the formulation of management's positions on collective bargaining and grievances. A role model for VAA's values, the Manager builds and stewards a broad network of internal and external partnerships, driving team development and alignment with VAA's strategic and operational objectives.

## Accountabilities

1. Manages the full scope of VAA's IT environment to ensure optimal and safe functionality and service excellence, including encompassing infrastructure, servers, networks, cloud services, end-user devices, telecommunications, applications, and common use passenger processing systems, ensuring secure, reliable, and effective operation.
2. Champions and models the IT department's vision of "guiding VAA's technology, we prioritize customer service, reliability, and security to the benefit of all partners, including passengers. We provide efficient, modern and secure solutions."
3. Creates, evaluates, determines and awards requests for proposals (RFPs) and manages contracts with external service providers and vendors to guarantee high-quality services at competitive prices, including…
4. Develops, owns, and sustains VAA's cyber security program, including governance, policies, controls, incident response readiness, table-top development, and protection of sensitive, confidential corporate and employee information.
5. Manages, coaches, develops and mentors a multi-disciplinary team of employees, fostering high performance, professional growth and team cohesion.

6. Determines and establishes goals and objectives for the team that align with corporate goals, objectives and values; accountable for ensuring goals are achieved and regular reporting on their status to VAA's Executive and Board.
7. Manages Team performance, identifies training and succession needs, makes hiring, promotion, discipline, and dismissal decisions, and determines/allocates resources. Is the management representative for the IT department on all labour relations matters.
8. Creates and manages the department budget, emphasizing strategic expenditures and resource optimization, reports on variances. Responsible for cost control and financial forecasting for IT operations and projects. Exercises decision-making authority over the department budget, including discretionary spending limits and approval of vendor contracts with established budgetary approval framework. Makes determinations whether to perform work with bargaining unit employees or contract out the work.
9. Develops departmental strategies alongside the Director and plans that align with corporate objectives and maintains privileged access to strategic business planning and employee evaluations.
10. Manages and executes IT-related capital and operational projects, ensuring alignment with organizational priorities and supporting innovation initiatives led by the Director.
11. Prepares, evaluates, and manages RFPs, vendor contracts, and service agreements to ensure cost-effective and high-quality IT services. Exercises discretionary authority over departmental budget, including vendor contracts and the decision to perform work internally or contract externally.
12. Provides reports, recommendations, and presentations to the Executive Team and Board of Directors on IT performance, risk management, and cyber security.
13. Ensures compliance with regulatory requirements and industry best practices in IT and cyber security.
14. Identifies, recommends, and implements new technologies and approaches to enhance service reliability, security, and effectiveness.
15. Participates as a key member of a variety committees and groups such as the Canadian Airports IT Group and ACI-NA Business Information Technology Committee.
16. Develops and maintains technical documentation, procedures, departmental KPIs and business reports. Integrates safety and security into daily work activities and supports VAA's Safety Management System.
17. Performs other related duties as required.

## Job Requirements

Education:

- A Bachelor's degree from an accredited college or university in IT Systems, Management, Engineering, Business Administration, or an equivalent discipline and a minimum of five years of recent, related experience*; OR
- A minimum of five years of recent (within the last ten years) related experience* in a similar role.

*Recent, Related Experience must include:

- Demonstrated experience successfully managing large-scale IT projects, developing RFPs and managing contracts and contracted services including strategic planning and execution.
- Demonstrated experience developing and maintaining operational, project and capital budgets.
- A minimum of five years in a leadership or supervisory capacity, ideally managing employees in a unionized environment.

- Experience leading IM/IT within an airport authority (medium or large hub) or other safety-critical, regulated environment is preferred.

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, including nights, weekends, and holidays.

Knowledge of:

- Complex IT environments including, but not limited to, networks, firewalls, Microsoft 365, SANs, Windows Hyper-V, VMWare, common use passenger processing, CCTV, access control, public address systems, building automation systems and other systems as required.
- Cyber security principles, practices, and program management, including risk assessment, incident response, access control, and protection of sensitive and confidential information.
- Industry standards, best practices and security requirements related to all aspects of airport infrastructure, systems, and operations.
- Operations management, business/operational planning, and risk management.
- Financial management, procurement, and contract management.
- Airport operations, safety standards, and regulatory compliance.
- Human resource management, supervisory and managerial techniques and principles.

Skills and Abilities:

- Strong communication and interpersonal skills, with the ability to translate technical concepts into clear, actionable information for diverse audiences.
- Demonstrated leadership capability, including performance management, coaching, staff development, and fostering a culture of accountability and continuous improvement.
- Proven ability to operate with a high degree of autonomy, exercising sound judgement and accountability in decision-making.
- Ability to build and sustain effective relationships with internal teams, vendors, contractors, tenants, airport partners, and the public.
- Proven ability to manage and deliver complex projects and operations in a dynamic environment, balancing multiple priorities and adapting to change.
- Sound analytical, problem-solving, and organizational skills, with the ability to assess risks, prioritize effectively, and support informed decision-making.
- Ability to support the implementation of strategic and operational plans aligned with departmental and organizational objectives.
- Skilled in conflict resolution and navigating ambiguity, supporting stakeholder alignment and positive outcomes.
- Proficiency in enterprise systems and business applications, combined with the ability to interpret and apply policies, procedures, legislation, standards, and technical documentation, ensuring compliance, safety, and ethical conduct in service delivery.

| Approvals | | | |
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| Prepared by: | Adrian Nyland | Date: | April 2026 |
| Approved by: | | Date: | |