

Job Title: SUPERVISOR SYSTEMS & BUSINESS SUPPORT

Job ID: 21009

Job Category: Information & Technology

Division & Section: Purchasing & Materials Management, Program Support & Policy Development

Work Location: Metro Hall, 55 John Street

Job Type & Duration: Full-time, Temporary Vacancy (12 month)

Salary: \$95,604.60-\$112,312.20, TM5170, Wage Grade 7.0

Shift Information: Monday to Friday, 35 hours per week

Affiliation: Non-Union

Number of Positions Open: 1

Posting Period: 15-OCT-2021 to 29-OCT-2021

The **Purchasing & Materials Management Division** is a critical function within the **City of Toronto's** complex multi-site, multi-division and multi-stakeholder environment, partnering with all City divisions, designated agencies and corporations in order to procure goods and services at the best value. As part of its commitment to ensuring open, fair, equitable and accessible business processes and practices, the Division utilizes a fair and transparent procurement process, provides leadership and quality customer service, and implements the highest standards of business ethics across the organization.

This is an exciting career opportunity for a professional who can develop new techniques and innovative approaches to enhance system functionality and automate business processes. As this systems leader, you're ready to play a vital role within the City of Toronto and the Division as **Supervisor of Systems & Business Support**.

Opportunity awaits you

Reporting to the Manager, you'll lead quality and risk management teams and provide senior-level business process and program management that drives system and software best practice design. You'll evaluate and monitor the effectiveness of existing programs and implement needed changes including; determine requirements for process, establish key risk indicators, trigger configuration and feature/function changes resulting from changes in policy/contract/legislation and system upgrades. We'll look to you for leadership in reviewing and identifying changes, verifying data upload and analyzing their operational impact, determining the most efficient way to implement system changes, and establishing and monitoring timelines. Your risk management work plan will incorporate both City and divisional strategic priorities.

Share expertise and promote best practices

Experienced in finance and financial analysis, and able to define and implement KPI tracking, you'll develop divisional metrics and benchmarks for key business processes. You have experience implementing service level agreement projects and are recognized for your problem-solving skills as much as your systems expertise. You'll maintain, support and enhance various functional aspects of the SAP Ariba suite of modules including analysis of business requirements and their translations into the divisional system/database-specific context.

A collaborative approach to getting results

A strong communicator, orally and in writing, experienced in facilitating sessions and managing group work through to completion, you'll chair, and participate in meetings and committees to support City needs, represent the Division on cross-divisional teams, provide reports and information to senior management and staff, and act as the point of contact for various divisional initiatives, as required. This role will also call for you to liaise with Corporate IT, external technical

resources and operational software vendors regarding technical issues, including backup and restore requirements and external interfaces.

Lead by example with a customer focus

You are responsible for supervising the day-to-day operation of all assigned staff, from scheduling, assigning and reviewing work, to providing motivation and training, while ensuring effective teamwork, and high standards of work quality and organizational performance, and promoting continuous learning and innovation. Monitoring and evaluating staff performance, providing input into, and administering, the assigned budget, and ensuring that expenditures are controlled within the approved budget will be other integral aspects of your job.

What you bring to the role

1. Post-secondary education in relevant discipline (i.e. Business Administration) and or/ an equivalent combination of education and experience. Procurement or Supply Chain certification is an asset.
2. Considerable experience supporting design build and sustainment of procurement systems (i.e. SAP Ariba or equivalent platforms).
3. Supervisory experience, leading, motivating and training staff in a unionized environment
4. Considerable experience in business process management, process mapping, requirements gathering, with the ability to train and coach staff in the discipline.
5. Highly developed interpersonal, communication and presentation skills with a strong ability to facilitate small to large sized groups and discussions.
6. Proficient with a variety of software packages including MS Office (i.e. Excel, Visio, MS Project, Tableau, BI)
7. Thorough knowledge in finance and financial analysis, with the ability to define and implement KPI tracking and prepare/maintain the program's budget forecasting and management.
8. Knowledge of project management principles, practices, methodologies and technology
9. Experience in quality management, quality assurance with a proven track record in developing programs that track and support Continuous Quality Improvement of business processes and the system
10. Excellent customer skills and ability to learn and champion program improvements supported through the system.

Note: All City of Toronto employees are required to be fully vaccinated as a condition of hire in accordance with the City's [Mandatory Vaccination Policy](#).

Equity, Diversity and Inclusion

The City is an equal opportunity employer, dedicated to creating a workplace culture of inclusiveness that reflects the diverse residents that we serve. Learn more about the City's commitment to [employment equity](#).

Accommodation

The City of Toronto is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. [Disability-related accommodation during the application process](#) is available upon request. Learn more about the City's [Hiring Policies and Accommodation Process](#).