

Manager, Information Technology

Full-Time, Permanent Position

Hiring Manager: VP Strategy & CFO

Closing Date: November 4, 2026

To apply, please submit your resume and cover letter to careers@glenbow.org.

Glenbow is an equal opportunity employer and values different perspectives, backgrounds, identities, and lived experiences. We are committed to building a diverse team and encourage candidates from underrepresented groups to apply. Should you have special accommodation needs, please let us know.

About Glenbow

Glenbow is an arts and culture museum undergoing a complete reimagining of what a museum can be. Every member of our team, regardless of job title, is focused on serving our community and reimagining the museum experience.

Our team is passionate about making art accessible to everyone. We are dedicated community builders, working to shape the future of arts and culture in Calgary and beyond. Working at Glenbow also means being part of an organization that recognizes its role in reconciliation and is working toward building an equitable community.

The Opportunity

The **Manager, Information Technology** is responsible for the effective delivery and ongoing improvement of Glenbow's technology services, ensuring secure, reliable, and responsive solutions that support business operations, enhance visitor experiences, and advance organizational priorities.

Reporting to the Vice President, Strategy & Chief Financial Officer, the Manager, Information Technology leads the internal IT team and coordinates third-party-managed service providers to deliver technology support and maintain the organization's technology environment. The role oversees IT operations, cybersecurity, enterprise applications, visitor-facing technologies, and the implementation and maintenance of technology services.

Working collaboratively across the organization, the Manager, Information Technology supports the effective use and adoption of technology, identifies opportunities to improve business processes, and coordinates technology projects and initiatives. The role ensures technology services and investments meet operational requirements, service standards, and organizational priorities.

Key Responsibilities

People Leadership

- Provide leadership, supervision, coaching, and performance management for the internal IT team, fostering a collaborative, customer-focused, and accountable work environment.
- Plan, prioritize, and coordinate IT departmental workloads, resources, and capacity to meet operational requirements, service commitments, and project priorities.
- Manage recruitment, onboarding, professional development, and succession planning, fostering a culture of continuous learning, accountability, and professional growth.

Technology Leadership & Strategy

- Develop and maintain IT operational plans and contribute to the development and implementation of technology roadmaps aligned with the organization's priorities.
- Establish and prioritize technology investments based on organizational needs, business value, risk, and available resources.
- Identify opportunities to improve operational effectiveness, service delivery, and organizational capacity through technology, automation, and digital solutions.
- Advise senior leadership on technology risks, opportunities, emerging trends, and evolving technologies, including artificial intelligence, and recommend approaches that support the organization's strategic priorities.

IT Service Delivery & Vendor Management

- Manage the overall delivery and continuous improvement of IT services across the organization, ensuring reliable, responsive, and customer-focused service.
- Manage relationships with managed IT service providers and vendor contract resources responsible for infrastructure operations, end-user support, and other technology services.
- Establish and monitor service levels, key performance indicators, service standards, and vendor performance, ensuring contractual and service expectations are met.
- Monitor service desk performance, incident trends, and recurring issues to identify opportunities for improvement and enhance the user experience.
- Coordinate technology support and service delivery across internal staff, managed service providers, and other external vendors.
- Lead the escalation, investigation, and resolution of complex operational issues affecting technology services, minimizing disruption to organizational operations.

Business Systems & Digital Solutions

- Partner with business units to identify, evaluate, implement, and optimize enterprise technology solutions that improve business processes, operational effectiveness, and service delivery.
- Oversee the organization's portfolio of enterprise applications, including finance, HR, ticketing, point-of-sale, collections management, collaboration, and other business systems, ensuring effective vendor support, system performance, security, and alignment with organizational needs.

- Coordinate system enhancements, integrations, upgrades, and application lifecycle initiatives based on business needs, value, risk, and organizational priorities.
- Ensure business requirements are effectively translated into scalable, user-focused technology solutions through collaboration with business stakeholders, vendors, and implementation partners.

Visitor-Facing Museum Technology

- Coordinate the planning, implementation, integration, and ongoing support of visitor-facing technologies, including ticketing, point-of-sale, exhibition technology, theatre and audiovisual systems, digital signage, public Wi-Fi, and event technology.
- Partner with operational departments to ensure technology effectively supports exhibitions, public programming, facility rentals, events, and reopening readiness, while delivering an exceptional visitor experience.
- Lead the technology planning and operational readiness for galleries, public spaces, learning environments, and special events, ensuring systems are reliable, secure, and fit for purpose.

Cybersecurity, Risk & Governance

- Manage the implementation and ongoing monitoring of cybersecurity practices in collaboration with managed IT service providers and other technology partners,
- Oversee identity and access management, security awareness, backup and recovery, vulnerability management, cybersecurity controls, and business continuity planning to protect organizational information and technology assets.
- Lead the coordination of cybersecurity assessments, audits, incident response, risk remediation, and security improvement activities with internal stakeholders and external service providers.
- Identify, assess, and communicate technology and cybersecurity risks, and recommend appropriate mitigation strategies to senior leadership.
- Develop, maintain, and enforce IT policies, standards, governance frameworks, and compliance practices aligned with organizational requirements and applicable standards.

Technology Continuity & Lifecycle Management

- Develop and maintain technology lifecycle plans for infrastructure, hardware, software, and enterprise applications, ensuring technology remains current, supported, secure, and aligned with organizational needs.
- Oversee IT asset management, software licensing, maintenance schedules, technical documentation, and technology replacement planning.
- Lead IT business continuity, disaster recovery, and technology incident response planning, including testing and continuous improvement of recovery capabilities.
- Assess and recommend operating and capital investments that ensure reliable, secure, sustainable, and cost-effective technology services.

Organizational Change Management & Technology Adoption

- Lead organizational change-management activities associated with technology initiatives, ensuring changes are effectively planned, communicated, and adopted.
- Develop communication, training, and user adoption strategies that maximize the value and impact of technology investments.
- Partner with business leaders and stakeholders to support process improvements, organizational change, and the effective adoption of technology-enabled solutions.
- Communicate technology performance, cybersecurity risks, project status, key decisions, and strategic initiatives to senior leadership, providing clear insights and recommendations to support informed decision-making.

Financial & Project Management

- Develop and manage the annual IT operating and capital budgets, ensuring resources are aligned with organizational priorities and technology requirements.
- Lead technology procurement and vendor contract management, ensuring value for investment, appropriate service levels, and effective vendor performance.
- Oversee technology projects and initiatives to ensure they are delivered on time, within budget, and in alignment with defined business requirements and outcomes.
- Evaluate technology investments and recommend priorities that maximize organizational value, manage risk, and support strategic objectives.

Qualifications

- Bachelor's Degree in Information Technology, Computer Science, Business, or a related field.
- Minimum five years of progressively responsible experience in information technology, including experience in technology leadership, service delivery, and strategic planning.
- Minimum three years of experience leading teams and managing external technology vendors, managed service providers, or other technology partners.

Key Competencies

- Broad knowledge of Microsoft 365, cloud applications and services, cybersecurity, enterprise business systems, and technology integration.
- Strong understanding of IT governance, service management, project management, vendor management, and technology risk.
- Demonstrated ability to translate business needs into effective technology solutions and to lead technology-enabled improvements across an organization.
- Strong communication, relationship-building, and stakeholder management skills, with the ability to work effectively with senior leadership, business teams, technical staff, and external service providers.
- Experience supporting public-facing organizations, cultural institutions, or not-for-profit organizations is considered an asset.

Working Conditions

- Work is primarily office-based, with regular movement throughout the museum to support technology operations, exhibitions, events, and organizational activities.
- Standard workdays are Monday to Friday, with occasional evenings, weekends, statutory holidays, or on-call support required for events, maintenance, and critical technology incidents.
- Regular interaction with employees, contractors, vendors, managed service providers, and external partners is required.
- The role involves extended computer use, managing multiple priorities, and occasional access to technical and operational spaces. Local travel may occasionally be required.