

Job Description - IT Solutions Manager

Overview

The IT Solutions Manager plays a pivotal role in advancing the agency's use of intelligent technology across its digital ecosystem. With growing demand for AI-powered tools and platforms, the organization is entering a transformative phase focused on automation, optimization, and enhanced client service delivery.

This role leads end-to-end project execution from scoping and planning through to deployment, support, and post-launch optimization. You will manage vendor relationships, conduct product evaluations, and ensure solutions align with strategic priorities and industry innovation.

Operating in a fast-paced, tech-forward environment, you will spearhead the identification and integration of AI opportunities across platforms, guiding development and hands-on testing of new features. As a key leader for implementations, you will own onboarding, configuration, and support, while building internal capacity through training and upskilling initiatives. Your work will directly shape the organization's digital future and drive meaningful improvements in both client and staff experiences.

Our Vision:

We are Canada's leaders in credit counselling, transforming the way people use credit.

Our Mission:

We help people get out of debt, so they can get back into life.

Who We Are

For more than 50 years, Credit Canada has been helping Canadians lead healthier financial lives, achieve their goals, and improve their quality of life through financial education and debt resolution. As a national, non-profit organization and Canada's first and longest-standing credit counselling agency, Credit Canada has helped thousands avoid bankruptcy, become debt-free, and achieve financial wellness.

Last year, we assisted approximately 50,000 consumers through our credit counselling and educational services, which are available to all Canadians regardless of income level or employment status. Now, and into the near future, many Canadians will need credit counselling services that put their best interests first, and we're stepping up to answer the call.

Experience what it feels like being a part of our collaborative, motivated and purpose driven team.

Job Responsibilities:

As IT Solutions Manager, you will report to the Director of ITBA and

You will:

- Lead end-to-end projects and implementations, from scoping and planning to execution, support and post-launch optimization
- Own vendor relationships, including regular pricing and product evaluations to ensure alignment with business needs, industry standards, and emerging functionality
- Identify and integrate AI technology opportunities across platforms, leading the planning, development and timely implementation of AI solutions. Conduct hands-on beta testing of AI features and tools.

- Provide training in technology and AI knowledge and application and ongoing support to departmental teams to ensure seamless adoption and effective use across the agency.
- Manage client-facing implementations of AI-powered SaaS tools, as main point of contact for onboarding, configuration and support
- Identify opportunities to enhance existing processes through technology innovation.
- Design tests to validate effectiveness and conduct ongoing analysis of project initiatives and leverage learning to help improve future rollouts
- Scope new projects in sufficient detail to ensure integration of all activities and identification of dependencies.
- Lead and direct cross-functional teams by fostering strong relationships, establishing clear objectives, providing actionable feedback, and ensuring alignment with overall agency goals.
- Perform other duties, such as ad-hoc support for IT initiatives, as assigned.

Qualifications/Skills:

You are:

- A highly accountable results producer with a proven track record and an exceptional ability to take initiative and follow through.
- An innovator who embraces change and seeks out new ideas, learning and opportunities.
- A strategic thinker with a strong ability to build meaningful connections and integrate learning to help drive business direction.
- Able to analyze data and think critically to uncover insights to derive strategic insights and inform decision-making
- Able to establish rapport and credibility and build strong relationships with all levels of internal and external stakeholders.
- Able to navigate complex dynamics and build consensus.
- A problem-solver with the ability to translate complex needs into practical technology solutions.

You have:

- Demonstrated ability to lead change management initiatives, including stakeholder engagement, user adoption, and communication planning
- Strong project management skills and familiarity with Agile methodologies
- Exceptional attention to detail and proven ability to effectively manage multiple projects in parallel.
- Proficiency in integrating AI technologies into existing workflows and systems.
- Skilled at clear and persuasive oral and written communication with diverse stakeholders.
- Experience in evaluating technical platforms and making informed implementation decisions.
- Basic knowledge of privacy and data security
- The ability to proactively manage dependencies, overcome obstacles, and get the best value against constraints.
- Proficiency in assessing technology needs and experience in planning and delivering digital solutions.
- Participated in or led Beta testing of AI tools
- A commitment to continuous learning and professional development, particularly in quickly evolving technological landscapes

Education and Experience Requirements:

- Bachelor's degree in Computer Science, Engineering, Math, or a related field
- Minimum of 5 years of experience with end-to-end project execution from scoping and planning through to deployment, support, and post-launch optimization

- End-to-end project management and implementation, ideally within a SaaS or AI-driven environment
- Hands-on experience working at a SaaS company with AI-based tools, including managing implementations and system rollouts
- Strong knowledge of AI applications, project delivery methodologies, and stakeholder management.
- Previous experience in technology procurement or vendor management, including evaluating tools, negotiating contracts, and assessing product fit an asset
- Experience with platforms or tools (e.g., SQL, Power BI, Zapier, cloud computing, APIs) would be an asset.
- PMP certification is an asset

Dates, Work Hours & Location:

Dates: Start date is September 8th, 2025

Hours: Monday-Friday, 9am to 5 pm.; hours are flexible with the approval of your manager.

Location: Credit Canada is a "remote-friendly-hybrid" organization with a requirement to periodically be at the office (Yonge/Sheppard) to foster collaboration. This role will be required to be in the office 1 day per week.

To apply, please send your resume to info-tech@talgroup.net