

Director of Technology and Innovation Services

Town of Whitby



Position Profile and Candidate Brief

February-March 2026

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Introduction

I am delighted to present this Position Profile for the Director of Technology and Innovation Services, prepared on behalf of the Town of Whitby.

I trust that this document will provide you with all necessary background information on the Town of Whitby, a position profile, and an outline of the search process we will be leading on behalf of the organization.

Please feel free to contact me if you require any additional information about the position or if you need clarification on any aspect of the search process. Further details about the Town of Whitby are available on the website: <https://www.whitby.ca>

On behalf of Legacy Partners and the Town of Whitby, I would like to thank you for your interest in this position. I can always assure you of my prompt and full attention.

Best Regards,



Kartik Kumar, Partner
Legacy Executive Search Partners
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Town of Whitby Overview

The Town of Whitby is a community in transformation that is located in the heart of Durham Region in the eastern Greater Toronto Area. Whitby is the second-largest municipality in the region and one of the fastest-growing communities in Canada. Located on Lake Ontario and only an hour east of Toronto, the population of Whitby is expected to grow from 140,000 to 200,000 by 2031.



The Town of Whitby combines a small-town atmosphere with the sophistication and amenities of a larger urban centre. Whitby boasts two beautiful heritage downtowns, one of the finest recreational harbours with an award-winning marina, year-round sports and recreation activities, parks, trails, and a robust arts and culture scene, all of which are part of the extraordinary amenities that Whitby residents enjoy every day.

Whitby has an exciting and aspiring future, with a community that is welcoming, growing and transforming. On our team, you can expect to make a difference through your work and have a direct impact on shaping our growing community. Creating an inclusive environment where employees experience job satisfaction and have rewarding careers is important to us. We live our values and foster a culture of collaboration, accountability, respect, and engagement where people enjoy coming to work.

Living at the Town of Whitby

Moving to the Town of Whitby is an opportunity to join a growing community of 140,000 people with [two vibrant downtowns](#), many [sports and recreation programs](#), year-round [events and festivals](#), wonderful [parks, trails and outdoor recreation](#) and a beautiful location along the [Lake Ontario shoreline](#).

Schools

The Town has a public school board and Catholic school board, both of which are publicly funded. Learn more about our school boards and find a school:

- [Durham District School Board](#)
- [Durham Catholic District School Board](#)

Healthcare

The Town offers a range of [healthcare services](#), including hospitals, long-term care facilities, medical centres, [public health services](#), social services and walk-in clinics.

[Lakeridge Health](#) provides local hospital services. General area hospitals are located in [Ajax](#), [Bowmanville](#), [Oshawa](#) and [Port Perry](#).

Recreation at the Town of Whitby



In the Town of Whitby, there is so much to see and do. Check out our [community events calendar](#), [discover our downtowns](#) and shop at our local [farmers' market](#).

Art, Culture and Heritage

Take in the Town's vibrant [arts and culture](#) scene or learn about our [history and heritage](#). Visit an art gallery, museum or theatre that showcases the talent of local artists and actors. Try one of the historical walking tours or you can visit one of our [libraries](#) and explore the books, movies and programs available.

Explore the Outdoors

Spend time enjoying the outdoors in Whitby. Visit one of our many [parks and trails](#) or take up an [outdoor activity](#). Do you enjoy boating or relaxing on the water? Whitby has a [marina](#) and [boat launch](#) available for the community.

Recreation

Get active with one of our many [recreational programs](#). We have recreational programs for all ages and abilities. From [senior services](#) to [youth programs](#), there is something for everyone.

Working at the Town of Whitby

In Whitby, we are dedicated to our work, our community, and each other. We work hard, we have fun, and we celebrate our successes. Let's grow together.

The Town of Whitby is an equal opportunity employer. We value diversity in our workforce and we are committed to attracting and retaining individuals who will work together effectively to meet the needs of the community. We are committed to providing an inclusive, barrier-free recruitment selection processes and work environments in accordance with:

- [Human Rights Code](#)
- [Accessibilities for Ontarians with Disabilities Act](#)
- [Workplace Safety Insurance Board \(WSIB\)](#)
- [Employment Standards](#)

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The Town of Whitby is a hybrid organization. This means staff are empowered to do their best work from various locations, as appropriate for the position. This position also offers a comprehensive benefits and pension program to ensure that your total compensation package addresses both your work and life needs.

The Town of Whitby is an organization that prioritizes work culture, and is committed to ensuring the employee experience is positive and fulfilling.

Town of Whitby 2023-2026 Community Strategic Plan

Whitby – naturally beautiful green spaces, a vibrant waterfront, thriving downtowns, and a safe community – the heart of Durham Region, an exceptional place to live, work, and explore. This is what Whitby residents told us they think Whitby should aspire to be and this is the Community Vision in the Town's new [Community Strategic Plan](#) released on June 27, 2023.

The Plan identifies how Council and Town staff will work together to deliver on community priorities over the next four years. This is thanks to the more than 3,000 residents, businesses, and community partners who took the time to share their thoughts and inform the plan earlier this year. Without these insights, this plan would not have been possible.

Residents highlighted the Whitby waterfront, healthcare, green spaces, community safety, economic growth, and the desire to address social needs, like homelessness, as some of their top priorities. This feedback was used to develop the four Strategic Pillars within the Plan:

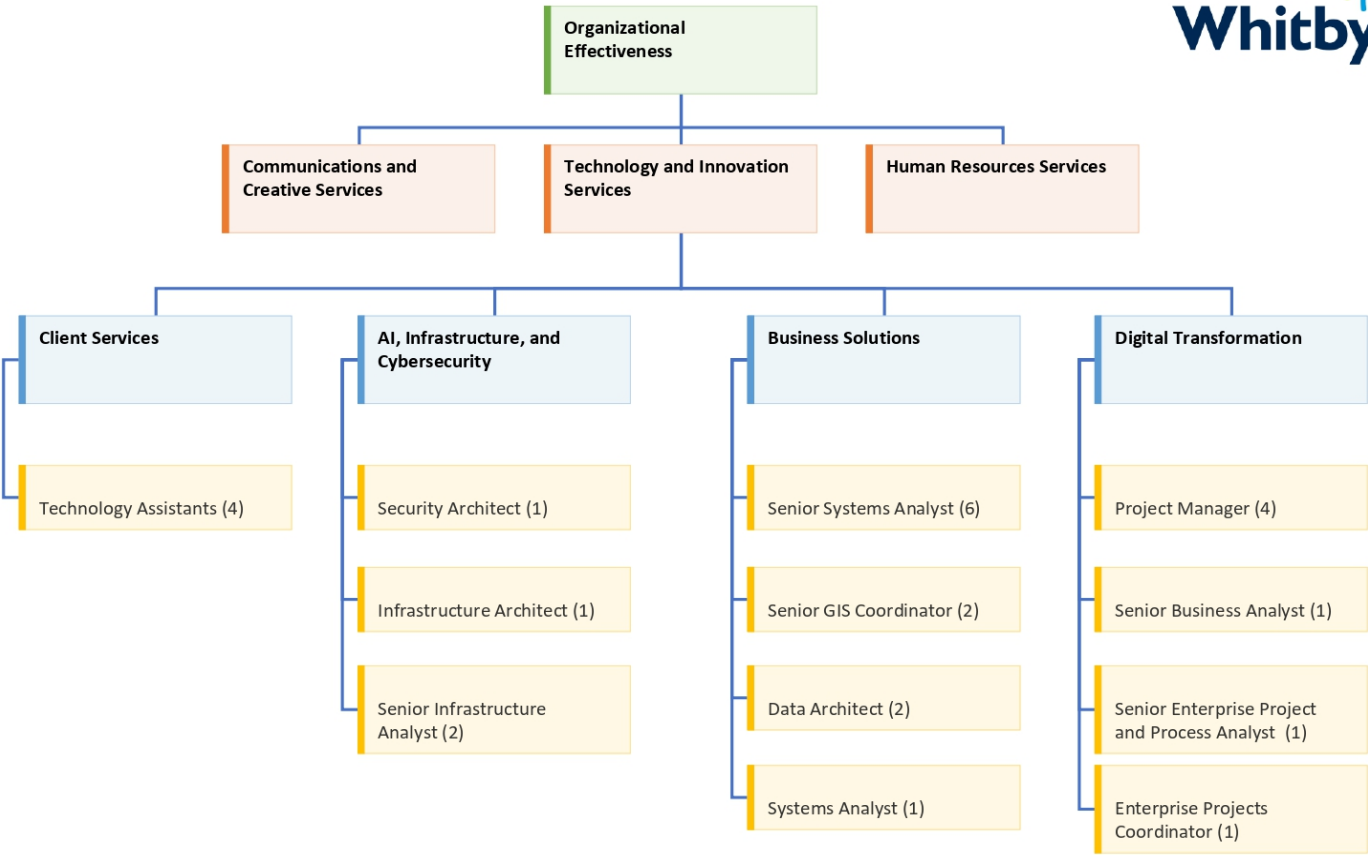
- Whitby's Neighbourhoods – Safe, Healthy, & Inclusive
- Whitby's Natural & Built Environment – Connected & Resilient
- Whitby's Economy – Innovative & Competitive
- Whitby's Government – Accountable & Responsive

Each pillar includes several action items that were prioritized during the community engagement process. With 62 action items in total, progress on these will be measured and publicly reported on annually over the next four years.

Learn more about the 2023 to 2026 [Whitby Community Strategic Plan](#).

Organizational Chart

Technology and Innovation Services
within the
Organizational Effectiveness department



Job Description

Position Summary:

Reporting to the Head of Organizational Effectiveness, the Director, Technology and Innovation Services is responsible for the overall leadership, planning, and management of the Town's Technology and Innovation Services division. This includes oversight of client services, business solutions, infrastructure and security services, and digital transformation initiatives. The Director ensures the effective day-to-day operation of enterprise technology systems while advancing innovative and secure solutions that support the Town's Corporate Information Technology and Digital Strategic Plan, Community Strategic Plan, and other departmental strategies.

This role leads a multidisciplinary team of management, technical, and professional staff, fostering a culture of collaboration, accountability, and continuous improvement. Key priorities include strategic technology planning, cybersecurity and risk management, corporate system modernization, budget administration, stakeholder engagement, and organizational transformation. The Director plays a pivotal role in supporting corporate resilience, business continuity, and service excellence, representing the Town in inter-municipal partnerships, professional associations, and technology governance forums.

Key Responsibilities:

Strategic Leadership & Team Oversight

- Provide direction, mentorship, and leadership to a diverse team of managers, technical specialists, and professional staff across multiple technology service areas.
- Lead workforce development, succession planning, performance management, and organizational change initiatives to support continuous improvement and digital maturity.
- Foster a collaborative, accountable, and innovation-driven workplace culture aligned with the Town's CARE values.

Program Planning & Technology Portfolio Management

- Develop and execute annual and multi-year plans for technology services, digital transformation, and enterprise system modernization aligned with the Town's strategic priorities.
- Oversee the full lifecycle of technology assets, platforms, and services, including planning, implementation, optimization, and retirement.
- Direct the delivery of major technology and digital transformation projects from planning through completion, ensuring scope, budget, and schedule alignment.

Enterprise Systems, Digital Services & Innovation

- Provide executive oversight of corporate information systems, digital platforms, and client-facing technologies.
- Advance innovation initiatives, including the responsible adoption of emerging technologies such as artificial intelligence and data-driven solutions.
- Respond to business needs and service requests with timely, secure, and scalable technology solutions.

Service Delivery & Operational Excellence

- Establish and monitor service levels, performance metrics, and operational standards for technology services.
- Implement continuous improvement practices and modern service management approaches to enhance efficiency, reliability, and customer experience.
- Ensure operational readiness and business continuity during cyber incidents, system outages, and other critical events.

Financial & Contract Management

- Prepare and manage multi-million-dollar operating and capital budgets for Technology and Innovation Services.
- Lead procurement, vendor oversight, and contract administration for enterprise systems, cybersecurity services, and digital initiatives.
- Identify cost efficiencies and strategic investment opportunities to maximize value and long-term sustainability.

Cybersecurity, Governance & Risk Management

- Ensure the security, integrity, and availability of the Town's information systems, infrastructure, and data.
- Lead risk assessments, security audits, and incident response activities, implementing corrective actions and strengthening corporate cyber posture.
- Develop and maintain technology policies, standards, and governance frameworks to support legal compliance and organizational resilience.

Stakeholder & Council Engagement

- Serve as a senior liaison to Council, senior leadership, staff, regional partners, and external technology stakeholders.
- Prepare and present strategic reports, recommendations, and policy updates to Council and executive leadership.
- Collaborate across departments to support integrated, enterprise-wide service delivery and transformation initiatives.

The Ideal Candidate

Education & Certifications

- University degree in Computer Science, Computer Engineering, Information Systems, or a related field (or equivalent experience).
- Master's degree or equivalent experience in information technology management is considered an asset.
- Project Management Professional (PMP) certification and/or Lean process improvement (Green Belt or higher) are assets.
- Designations in service management, business relationship management, or organizational change management are considered assets.

Experience & Expertise

- Minimum fifteen (15) years of experience in enterprise technology environments, including systems design, networking, and enterprise platforms.
- Minimum seven (7) to ten (10) years of senior leadership experience leading information technology functions within a complex public-sector or municipal organization.
- Demonstrated expertise in digital transformation, cybersecurity, infrastructure, and data management, with experience supporting or leading enterprise system implementations.
- Skilled in strategic budgeting, procurement, vendor negotiation, contract management, and technology risk mitigation.
- Experience with Workday is considered an asset.

Team Leadership Skills

- Experience leading medium to large teams with an innovative and forward-thinking mindset, challenging traditional approaches and encouraging new ways of working.
- Ability to balance multiple stakeholder priorities with strong political acumen.

Transformational Leadership

- Demonstrates an enterprise-wide perspective, understanding interdependencies across departments and systems rather than operating in silos.
- Demonstrates strong change leadership, moving the department beyond process-focused management toward transformational practices that improve service delivery and organizational performance.

Project Delivery

- Demonstrates a proven ability to deliver large-scale, complex projects from initiation through implementation.
- Effectively balances speed and agility with planning and responsiveness to ensure projects are completed on time, within scope, and aligned with organizational priorities.

Timeline

I trust this Position Profile has enabled you to decide whether the position of Director of Technology and Innovation Services at the Town of Whitby interests you. **If you wish to be considered for the role, please apply with a cover letter and your resume to Kartik Kumar at careers@lesp.ca by March 9, 2026 @ 11:59 pm.**

Please be assured that any information shared with Legacy Partners will be treated with the strictest confidence and shared only with the client for the purposes of this search.

Thank you once again for your interest.

Legacy Partners and the Town of Whitby are committed to equity, diversity and inclusion and recognizes that a diverse staff is essential to organizational excellence. We welcome applications from all qualified individuals and encourage women, members of racialized communities, Indigenous persons, persons with disabilities, and persons of any sexual orientation or gender identity to confidentially self-identify at the time of application. In accordance with the provincial legislation, accommodation will be provided by Legacy Partners and the organization throughout the recruitment, selection and/or assessment process, upon request, to applicants with disabilities.



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Contact Us

