



**Canadian
Administrator of
VRS (CAV), Inc.**

**Administrateur
canadien du
SRV (ACS), inc.**

Organization: Canadian Administrator of Video Relay Services (CAV), Inc.
Position Title: Chief Digital Officer
Reports to: Executive Director
Location: Ottawa or remote

ACCESS IS OPPORTUNITY

CAV is a telecommunications services company created and regulated by the Canadian Radio-television and Telecommunications Commission (CRTC). From a standing start in 2015, CAV successfully designed, built, and implemented a uniquely innovative nationwide Video Relay Service (VRS), available in both American Sign Language (ASL) and Langue des signes québécoise (LSQ). VRS is open 24/7/365 and is free of charge to users. The service utilizes a specialized IP-based platform to connect to more than 325 sign language interpreters with Canadians who communicate using sign language, enabling users to place and receive telephone calls from non-deaf users. Telephone access via VRS allows connections to and increases opportunities, improving the quality of life for individuals across Canada who communicate primarily with sign language. Since its launch in 2016, Canada VRS has connected over 3.5M calls.

CAV is a non-profit corporation whose annual operations are funded by a CRTC mandate of Canada's telephone service providers and is funded through the National Contribution Fund (NCF).

This unique and exciting role offers the opportunity to the Chief Digital Officer (CDO) to lead the entire CAV organization in its digital evolution through well-designed strategies and initiatives to provide optimal, reliable, and secure VRS for Canadians who use this unique and essential service.

THE ROLE

The CDO will lead the strategic and technology vision that will enable the company to align business objectives with customer expectations, identify growth opportunities, and drive innovation. They will be responsible for the digital transformation of Canada VRS that will enhance the experience for customers, employees, and video interpreters in a secure and high availability manner. They will collaborate with the CAV team to integrate digital technologies into organization processes and improve operational efficiency within a corporate risk management framework.

The CDO will develop and implement a comprehensive digital strategy, gaining support from diverse stakeholders. By leveraging data analytics and responsible AI, they will help create personalized experiences and ensure every digital interaction is designed to delight customers. Additionally, the CDO will prioritize employee and ecosystem partnerships and foster seamless collaboration in hybrid workforces through collaborative technologies and cultivating digital fluency among employees. They will be responsible for the following broad objectives:

- Drive digital innovation and serve as a change agent throughout the CAV organization.
- Imbed security by design principles and instill the imperative of secure operations throughout CAV.



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- Ensure collaboration, knowledge sharing, and digital best practices among colleagues, providers, video interpreters, and VRS customers to help establish a robust and secure digital ecosystem.
- Measure ROI for digital projects and the VRS platform fine-tune approaches as needed to ensure that CAV invests in the appropriate tools and resources.

THE RESPONSIBILITIES

- Develop a clear and compelling digital strategy for the future of CAV.
- Be an evangelist, championing digital technology and practices to engender a digital mindset from the top down.
- Formulate and ensure digital initiatives and Technology Plans are fully integrated with the strategic planning process, including leadership commitment and resource allocation.
- Leverage an entrepreneurial mindset to identify opportunities, evaluate risks, and make informed decisions that align with the vision of CAV.
- Embrace an iterative approach, continuously seeking customer feedback and using data to drive platform enhancements.
- Work with the team across CAV to generate innovative and secure digital solutions for products, services, processes, customer/video interpreter experiences, marketing, and organization model, including identifying new tools (AI, digital, CRM) that can support and enhance the objectives of the CAV.
- Oversee the provider of the CAV platform and the other vendors to ensure high-quality deliverables, including the quality assurance for testing processes with adherence to project timelines, identify areas for improvement, and ensure contractual requirements are met.
- Conduct regular support meetings with the provider of the CAV platform and the other vendors to foster communication and build trust.
- Establish and monitor the annual development budget in collaboration with the CFO.
- Collaborate in the development and execution of Request for Proposals for the VRS platform if needed.
- Prepare and present the operational performance of the platform to the CAV Board of Directors per the direction of the Executive Director.
- Provide input for reporting to CRTC, CAV website, and CAV annual report.

THE IDEAL CANDIDATE

Experience and qualifications:

- Fluency in English (knowledge of ASL, French, or LSQ is an asset)
- At least 10+ years of management and strategic experience in the Information Technology field
- 10+ years of demonstrated relevant experience in enterprise architecture and systems/solutions architecture
- Strong demonstrated relevant experience overseeing or operating IT infrastructure operations, including IT security operations, and driving continuous improvement of cyber security maturity frameworks and best practice IM/IT frameworks such as ITIL.



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- 10+ years of experience building IM/IT risk management into corporate risk management frameworks, including IT Security or cybersecurity risk management.
- Strong technical background and problem-solving skills with the ability to understand and discuss data structures, algorithms, and relevant technologies. Must be able to make informed decisions regarding selecting and implementing appropriate technologies.
- Proven leadership for successful digital transformation projects
- Understand core business processes and their associated technical solutions to support CAV.
- An innovative and disruptive mindset, constantly looking forward.
- Experience in managing and leading a technology team.
- Collegial working style and excellent interpersonal skills required in interactions with internal and external customers.
- Astute with corresponding tactical components such as RFPs/contracts.
- Basic knowledge of the Web Accessibility guidelines.
- BSs or MSc in Computer Information Systems, Computer Science, or a related field; MBA an asset.
- Experience with video-based technologies would be an asset.

Deaf candidates are encouraged to apply. CAV is committed to fostering an inclusive, accessible work environment where all feel valued and respected. If you require accommodation to participate as a candidate in the hiring process, please communicate your needs to Suzanne Laforest, Executive Director.

CONTACT INFORMATION

Suzanne Laforest, Executive Director: ExecDirector@cav-acs.ca

About CAV—<https://srvcanadavrs.ca/en/>