Title: Technical Lead, Pan-Canadian Digital Trust and Credentials Program
Period of engagement: Three-year secondment opportunity
Location: Remotely with travel required (across Canada)
Start Date: As soon as possible (aiming to have resource in place by Sept. 2024).
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Job Description – Technical Lead, Pan-Canadian Digital Trust and Credentials Program

The Institute for Citizen-Centred Service (ICCS) is looking for a Technical Lead for the pan-Canadian Digital Trust and Credentials Program (DTCP). This role provides technical leadership for DTCP and ICCS, including engaging internal bodies within the Joint Councils, such as the Jurisdictional Experts on Digital Identity (JEDI), federal/provincial/territorial (FPT) Ministers' and Deputy Ministers' Table on Digital Trust and Cyber Security, and external digital trust partners.

We believe that inter-jurisdictional collaboration is key to achieving collective impact to generate a trustworthy pan-Canadian ecosystem for digital trust that serves all Canadians. Specifically, you will provide leadership in the areas of:

Technical Leadership
- Provide technical leadership and strategic direction for the DTCP and ICCS, aligning with the overall goals of the ICCS, Joint Councils, Deputy Ministers and Ministers on Digital Trust and Cyber Security
- Lead the design, development, and deployment of pan-Canadian initiatives on digital trust, cyber security and emerging technology such as AI
- Oversee the development of interoperable digital credentials and ensure their integration into the pan-Canadian platform.
- Ensure the technical aspects of the DTCP are aligned with the latest industry standards and emerging technologies
- Support ICCS deliver complex technology, social, and change management projects.

Collaboration and Stakeholder Engagement
- Foster strong working relationships with internal and external stakeholders, including government bodies, industry partners, and open-source communities.
- Act as a technical advisor to the ICCS Executive Director, ICCS Board, Joint Councils, and other stakeholders.
- Represent the DTCP and ICCS in technical forums, conferences, and meetings to advocate for and promote the program's initiatives.

Innovation and Best Practices
- Promote innovation and best practices in digital trust and identity technologies.
- Lead the adoption of new technologies and methodologies that enhance the DTCP and ICCS's technical capabilities.
- Encourage a culture of creativity and continuous improvement within the technical team.

What you bring to the role:
- A university degree in computer science, information technology, engineering, or a related field, with at least ten (10) years of experience in a senior technical leadership role.
- Proven experience in leading large-scale digital transformation projects, preferably in the public sector or a not-for-profit environment.
- Extensive knowledge of digital identity, digital credentials, and the pan-Canadian Trust Framework (PCTF).
- Strong technical expertise in software development, system architecture, cybersecurity, and emerging digital technologies.
- Excellent project management skills, with a track record of delivering complex technical projects on time and within budget.
- Exceptional communication and stakeholder management skills, with the ability to engage and collaborate with diverse stakeholders.
- Demonstrated ability to foster innovation, drive change, and inspire technical

Working Conditions

- Work is typically performed in a virtual environment.
- Occasional travel for ICCS and DTCP meetings.
- Willingness to work overtime and/or work on weekends as required during peak periods or due to business requirements.

Secondment Opportunity (preferably a three-year term):

Member jurisdictions can offer a secondment opportunity to a candidate who meets the criteria for this role. If you are interested in contributing to advancing digital tools and a pan-Canadian platform, send in your resumé or forward candidate's résumé to ICCS Executive Director Lin Zhu lin.zhu@iccs-isac.org

Background
The DTCP is under the direction of the Joint Councils, the Public Sector Chief Information Officer Council (PSCIOC) and the Public Sector Service Delivery Council (PSSDC), known together as the Joint Councils. The DTCP's mandate is to achieve the vision of a pan-Canadian solution for digital trust and credentials. A vision in which governments in Canada are trusted and collaborative partners to provide citizens and businesses with simple, convenient, and trusted access to multi-jurisdictional services.

About the Joint Councils
The Joint Councils are committed to citizen-centred service delivery and accelerating work to deliver trusted digital solutions for Canadians. Citizens want quick, convenient, secure access to online programs and services from public and private sectors. The DTCP is a key enabler in transforming government services. Canada's societal and economic future depends on it.

The PSSDC focuses on major public sector service delivery issues facing all levels of government in Canada. It is comprised of service delivery organization senior officials at the federal and provincial/ territorial levels of government, as well as senior municipal representatives.

The PSCIOC focuses on pan-Canadian information technology and information management issues. It is comprised of the Chief Information Officers of the federal/ provincial/territorial governments and senior municipal IT representatives. The PSCIOC's mission is to enable enhanced service to Canadians through collaboration across governments.

About Citizen First - Institute for Citizen-Centred Service (ICCS)
The Joint Councils created the ICCS in 2005 to provide an inter-governmental platform and secretariat to pursue partnerships and coordinate initiatives focused on innovative public sector services delivery and IT/IM initiatives. The goal was part of the larger objective to create excellence in the public service and to focus on citizen-centred service delivery.

The ICCS is a centre of excellence for knowledge, collaboration, and innovation in public sector service delivery. Its mission is to promote high levels of citizen satisfaction with public sector service delivery. It undertakes research to identify citizens' service needs and expectation. The ICCS also assists public sector organizations identify and apply innovative, best practice service solutions that support quality service across all channels in response to citizens' service needs.