



# Director, IT Infrastructure, Cloud & Security

## ABOUT US

### Help Bring Back the Joy of Childhood

Since 1983, Campfire Circle has delivered healing through happiness to thousands of kids with cancer or serious illness and their families across Ontario. Our programs are offered in paediatric hospitals across Ontario, in local communities, and at our medically supported overnight camps, offering year-round experiences that provide life-changing moments of joy, connection, and resilience.

And we're just getting started. Today, over 40,000 kids in Ontario face serious illness, many without access to the psychosocial support they urgently need. That's why we have a bold vision: to grow from serving 3,000 campers a year to 10,000. We're building a passionate, talented team to help make that vision a reality. When you join Campfire Circle, you become an integral part of a dynamic team helping to transform the lives of thousands of kids with serious illness, alongside our dedicated community of volunteers and donors.

Help us give back the joy of childhood to every kid with serious illness who needs it most.

## THE OPPORTUNITY

Reporting to the Vice President, Technology & Digital Transformation, the Director, IT Infrastructure, Cloud & Security provides leadership for the organization's core technology operations, including infrastructure, cloud platforms, cybersecurity, end-user support, and vendor-managed services. This hands-on role ensures that technology services are secure, reliable, scalable, well-governed, and aligned with organizational priorities.

The Director leads the Support Desk function and manages the organization's Managed Service Provider and security vendor partners to deliver responsive services, resilient operations, effective risk mitigation, and continuous improvement at all locations

### The key accountabilities of the role are:

#### 1. Infrastructure, Cloud, Core AI and Operations Leadership:

- a) Lead the planning, operation, lifecycle management, and continuous improvement of the organization's infrastructure, cloud environments, networks, servers, endpoints, identity platforms, and related technology services.
- b) Ensure infrastructure and cloud services are secure, reliable, scalable, cost-effective, and aligned with business requirements and the technology roadmap.
- c) Maintain, and champion the proper utilization of core AI (CoPilot) across the organization.
- d) Establish and maintain operational standards, monitoring practices, service management processes, asset lifecycle controls, and documentation for technology operations.
- e) Partner with internal stakeholders to translate operational needs into practical technology solutions that improve productivity, resilience, service quality, and user experience.



- f) Support technology planning by identifying infrastructure, cloud, and security improvements that enable digital transformation and organizational growth.
- g) Supports infrastructure at our overnight camps (Networks, Connectivity, Devices)

## **2. Cybersecurity, Risk and Compliance:**

- a) Lead the operational cybersecurity program in partnership with security vendor partners, ensuring appropriate safeguards are in place for systems, data, privacy, identities, endpoints, networks, and cloud services.
- b) Maintain and improve security controls, policies, incident response procedures, vulnerability management practices, backup and recovery processes, and disaster recovery plans.
- c) Monitor technology risks, service disruptions, security events, and control gaps, escalating issues and recommending remediation plans as required.

## **3. Vendor, MSP and Service Delivery Management:**

- a) Manage the relationship, performance, service levels, issue escalation, and continuous improvement plans for the Managed Service Provider and security vendor partners.
- b) Oversee Support Desk service delivery, ensuring timely resolution of incidents and requests, effective communication with users, and a service-oriented support experience.
- c) Develop and monitor service metrics, operational reporting, ticket trends, vendor performance, and user satisfaction indicators to drive accountability and improvement.
- d) Lead vendor selection input, contract renewals, budget planning, procurement support, and operational governance for infrastructure, cloud, security, and support services.

## **4. People Leadership and Collaboration:**

- a) Oversee workload, priorities, and resources to achieve department strategic planning and annual key initiatives while supporting team effectiveness and work-life balance.
- b) Provide day-to-day leadership, coaching, prioritization, and performance management for Support Desk staff, fostering accountability, professionalism, service excellence, and continuous learning through regular feedback, performance conversations, and targeted learning and development plans.
- c) Collaborate with the Vice President, Technology & Digital Transformation to align operational priorities, project work, security activities, vendor efforts, and technology investments with organizational strategy.
- d) Coordinate cross-functional communication during incidents, changes, service interruptions, system upgrades, and technology initiatives.
- e) Work with HR and the Vice President on recruitment, onboarding, training, goal setting, development planning, and performance evaluation for direct reports.
- f) Promote a positive, inclusive, safe, and service-oriented team culture that prioritizes well-being and psychological safety and supports collaboration, learning and accountability.
- g) Champion employee wellness, safety, and DEI to support a thriving work environment.

## ABOUT YOU

- 10+ years of progressive experience leading IT infrastructure, cloud operations, cybersecurity, WAF, service delivery, or technology operations, including experience leading staff or vendor-managed services
- Degree or diploma in information technology, computer science, cybersecurity, business, or equivalent combination of education and experience
- 5+ years people management experience, leading teams at a senior level
- Demonstrated experience managing Microsoft 365, Teams, SharePoint, Exchange, Azure or comparable cloud services, identity and access management, endpoint management, networks, servers, backup and recovery, and related infrastructure platforms
- Practical knowledge of cybersecurity operations, vulnerability management, incident response, security monitoring, business continuity, disaster recovery, and data protection practices
- Experience managing MSPs, technology vendors, security partners, contracts, service levels, budgets, escalations, and operational performance reporting
- Strong service management, project coordination, problem-solving, documentation, communication, and stakeholder management skills
- Demonstrated ability to lead cross-functional teams, manage priorities, respond to operational issues, and communicate effectively with technical and non-technical audiences
- Relevant certifications such as ITIL, CISSP, CISM, CCSP, Microsoft Azure, Microsoft 365, CompTIA Security+, PMP, or equivalent credentials considered an asset
- Experience in a non-profit, charitable, health care, camp, youth-serving, or multi-site operating environment and asset.
- Clear vulnerable sector check
- Current G2 or G class driver's license and the ability to be covered by camp's insurance policy.

To support our commitment to a safe, caring environment for children with serious illnesses and their families, all staff must attest to having received their childhood vaccinations along with confirmation of tuberculosis (TB) clearance. Seasonal boosters against Influenza and the most recent circulating strain of COVID are strongly encouraged. All staff must provide an updated criminal record check or Vulnerable Sector Screening and be currently eligible to work in Canada and for Campfire Circle.

## WORKING CONDITIONS

- This full-time position works out of the Toronto office 3 days per week and may be required to perform work at multiple locations across Ontario, which currently include Hamilton, Rosseau, and Waterford, as well as some work from home flexibility
- Occasional travel and overnight stays at the Camp sites will be required
- Some evening and weekend commitments may be required for planned maintenance, incident response, system upgrades, or urgent service restoration
- In consideration of the population Campfire Circle serves, the incumbent is a non-smoker

## COMPENSATION & BENEFITS

This position is for an upcoming vacancy supporting the growth of our IT Infrastructure at Campfire Circle and offers a competitive hiring range of \$115,000 - \$140,000. Campfire Circle is invested in



our staff's health, wellness and career growth. As part of the total compensation package for this role, we offer a comprehensive benefits package, with premiums fully paid by the organization with the exception of Long Term Disability, including \$4,000 annually for mental health practitioners, a wellness benefit up to \$500 annually, an accelerated RRSP matching program up to 5% of base salary, paid vacation time plus a paid winter shutdown period up to eight days, flexible hybrid work arrangements, and on-going professional development.

## HOW TO APPLY

Please send a resume and salary expectations to [careers@campfirecircle.org](mailto:careers@campfirecircle.org) with the email subject reading **2026046 – Director, IT Infrastructure**

Don't meet every single requirement in this posting? Studies have shown that people of colour and individuals who are female identifying, are less likely to apply to jobs unless they meet every single qualification. If you're excited about this role but your past experience doesn't align perfectly with every qualification or requirement we encourage you to apply anyways. You may be just the right candidate!

*AI tools may be utilized at any stage of recruitment for this role. This posting will remain open until filled. Only applicants selected for an interview will be contacted. For more information about Campfire Circle, please visit [www.campfirecircle.org](http://www.campfirecircle.org) - No phone calls please.*

## ACCESSIBILITY & DIVERSITY, EQUITY AND INCLUSION

Campfire Circle is deeply committed to fostering a diverse and inclusive workforce that reflects the rich diversity of the communities we serve. We welcome applications from racialized persons/persons of colour, Indigenous People from North America and around the world, persons with disabilities, 2SLGBTQIA+ individuals, and those who bring diverse perspectives and experiences. Our commitment is to provide equitable employment opportunities to all and to maintain a work environment free from discrimination and harassment.

We are equally committed to providing an inclusive and accessible workplace. Applicants requiring accommodations to access our job postings and apply for roles with our organization are invited to reach out to our HR Team at [careers@campfirecircle.org](mailto:careers@campfirecircle.org) or in a manner that fits their accessibility needs, and can trust that their application will be considered equitably for our available roles. Contact information for our HR Team is located on our website at <https://campfirecircle.org/work-at-campfire-circle/>, and more information about our accessibility commitments can be found at <https://campfirecircle.org/about-campfire-circle/accessibility-at-campfire-circle/>.

## LAND ACKNOWLEDGEMENT

Campfire Circle acknowledges that we operate on the traditional territory of many nations, including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples, and is now home to many diverse First Nations, Inuit and Métis peoples.



On this land, we are grateful to share the magic of camp with children and families, and we endeavour to create a community of joy, hope and healing. Acknowledging the land that we occupy is just one small step on the path towards Truth and Reconciliation.