

We're looking for a **Manager of Technology and Business Systems** to join our team!

About Us

The Prince George Airport Authority (PGAA) is made up of a team of diverse people who are proudly working together to connect Northern BC to the worldwide destinations. With a commitment to safety first and foremost, our team is dedicated to enhancing our region by providing an excellent airport experience while driving economic growth.

We acknowledge that the work of the Prince George Airport Authority takes place on the unceded, traditional territory of the Lheidli T'enneh. We acknowledge the need for meaningful consultation with Indigenous communities and the Prince George Airport Authority is committed to working towards meaningful reconciliation.

As an employer with a long history in our region, Prince George Airport Authority strives for a respectful workplace that reflects the diversity of the communities we serve. We support the Employment Equity Act and take measures to ensure fair employment practices and treatment of employees across our organization. We welcome applications from all qualified candidates, including women, Indigenous peoples, persons with disabilities and members of visible minorities. We encourage applicants to self-identify with a designated group(s) to support our team in filling gaps in areas where we can be more diverse. We are also happy to provide reasonable accommodations while working at PGAA.

About The Role

The Manager of Technology & Business Systems plans, coordinates, and oversees technology systems and business systems across the organization. This role supports reliable day-to-day service delivery while also helping PGAA make practical, forward-looking technology decisions that improve operations, strengthen resilience, and support organizational priorities.

Reporting to the Director of Finance, the Manager works closely with internal stakeholders and external service providers to support daily operations, advance system improvements, and ensure technology solutions align with operational requirements, regulatory expectations, and organizational priorities.

Operating within a small, hybrid technology delivery model, the Manager provides internal leadership and coordination while working closely with outsourced service providers and remaining actively engaged in hands-on support and issue resolution when required. Because PGAA's technology infrastructure is highly integrated into airport operations, the role will contribute technology

expertise to a broad range of operational, capital, infrastructure, and business improvement initiatives, helping ensure technology considerations are identified early and integrated effectively.

Key Responsibilities

- Provide leadership and oversight of PGAA's technology and business systems, including planning, prioritization, performance monitoring, and recommendations to support decision-making
- Manage third-party technology service providers, including contract oversight, service performance, vendor accountability, and coordination of day-to-day IT service delivery
- Maintain active involvement in system performance, troubleshooting, issue resolution, and hands-on technical support as required to support continuity of operations
- Lead or support the evaluation, selection, implementation, upgrade, integration, and optimization of technology and business systems
- Participate in cross-functional operational, capital, infrastructure, and business improvement projects where technology systems, integrations, data, cybersecurity, or service continuity are impacted
- Support lifecycle management, licensing, service performance metrics, system improvements, and capital planning initiatives
- Support cybersecurity, data protection, privacy, risk management, business continuity, disaster recovery, and system resilience planning
- Identify and advance opportunities to improve operational efficiency, customer experience, user adoption, training, and change management
- Participate in emergency response planning and provide technology-related support for operational continuity as required
- Perform other duties as required

Qualifications

- Demonstrated commitment to safety as a priority
- Post-secondary education in a relevant discipline
- Minimum of 7 years of progressively responsible experience in technology or systems management
- Technically practical, and collaborative, with ability to move between strategic planning, vendor coordination, project support and technical support
- Experience working within a hybrid or outsourced IT service delivery model is an asset
- Experience providing hands-on technical support and system implementation
- Experience supporting or leading system selection and implementation projects is an asset
- Experience in an airport, safety-sensitive, regulated, operational, or critical infrastructure environment is an asset

- Equivalent combinations of education and experience will be considered
- Strong technical foundation with the ability to contribute hands-on while providing oversight
- Ability to troubleshoot and resolve technical issues in support of operational continuity
- Ability to influence decision-making through practical, well-informed technology advice
- Experience managing third-party service providers and vendor accountability
- Strong organizational and problem-solving skills
- Understanding of technology systems, cybersecurity, and risk management
- Effective communication and stakeholder engagement skills
- Sound judgment in a dynamic operational environment
- Ability to obtain and maintain a Transport Canada Security Clearance (TSC) to comply with regulatory requirements

Hours of Work

Based on a 35-hour work week, this position supports our core business hours Monday through Friday, with the understanding that there may be times of increased demand within the role driven by operational needs.

What We Offer

- A safe and respectful workplace
- Long-term career potential
- Learning and development opportunities
- Work-life balance (we really mean that!)
- Flexible work arrangements
- A comprehensive Total Rewards compensation package

How To Apply

To apply for this position, please forward your resumé to hr@pgairport.ca with “**Manager of Technology and Business Systems**” in the subject line. Applications will be accepted until the position is filled. The initial review of applications will begin immediately.

We are happy to provide reasonable accommodation throughout the selection process. If you require accommodation at any point throughout the process, please email hr@pgairport.ca.

We thank all applicants for their interest, however, only those selected for further consideration will be contacted.