Streamliners

Position description

Chief Technology Officer

Background

At Streamliners, we improve the health and wellbeing of people around the world by enabling:

- Community – collaborating globally for local impact
- Conversations – agreeing what will work around here
- Clarity – delivering clear guidance at the point of care

Purpose of the role

The Chief Technology Officer contributes to the direction and oversight of company strategy and performance as a member of the Executive Leadership Team (ELT).

This role leads the way Streamliners views, develops, and uses technology and information systems presently along with leading the transition to systems needed for the future. Of critical importance is the broad adoption and integration of AI into our organisation; from development to operations and into content consumption and distribution.

Ensure that our technology delivers a consistent reliable service to members, limiting outages and service interruptions and minimising their impact.

This involves:

- Leading the technology and information systems strategy, planning and execution
- Growing the product and technology team by attracting and retaining top talent in the areas of:
    - bespoke software development
    - third party software management
    - business intelligence reporting systems
    - global infrastructure
    - technical support
    - security, privacy, and standards compliance
- Inspiring and enabling the team to explore and innovate

Reports to

Chief Executive Officer, and is a member of the Executive Leadership Team (ELT)

Employee initial: _____

Direct reports

May vary over time. Initially:

- Head of Product Delivery
- Head of Data
- Engineering Manager
- IT Operations Manager
- Principal Software Developer

Key tasks and outcomes

Leadership

- Provide product and technology expertise and advice to the CEO and ELT.
- Contribute to the activities and decisions of the ELT.
- Lead the Technology team, ensuring all members:
  - work to a shared purpose and set of values
  - are clear about their roles, and are performing at or above expectations
  - can operate cohesively as a team to deliver the goals agreed in the strategic and annual plans
  - understand the need to support other areas of the business.
- Develop and monitor the capability and capacity of the Technology team.
- Build a collaborative and cooperative partnership with the Content and Engagement team, noting that successful development and delivery of a collaborative authoring platform that supports localisable, sharable content at scale is an essential ingredient in our success.

Strategy and planning

- Contribute to the Streamliners company strategic and annual plans.
- Establish and maintain a two-year technology strategy, that has the full support of the ELT and is based on transitioning our current platforms towards the future.
- Establish annual goals and implementation plans that align with company strategy and have the full support of the ELT.
- Contribute to the annual strategies and operational plans developed by managers of the:
  - Content and Engagement team.

- Pathway Operations team.
- other support service teams.

Operations

Execution and reporting

- Systematically execute the annual implementation plans to achieve the goals.
- Regularly report progress on implementations, and towards goals, in the formats appropriate for:
  - The CEO (and Streamliners Board)
  - ELT
  - Streamliners staff

Service delivery

- Ensure that the software development team, technical support team and web specialist team are producing work that:
  - meets or exceeds agreed delivery dates
  - is of a standard that meets or exceeds the expectations of Streamliners and our customers, and
  - is technically architected and delivered in accordance with current industry standard best practice.
- Where service levels are not met, root causes are identified, and mitigations put in place to prevent similar issues from reoccurring.
- Ensure that our in-house software applications and services are architected in a way that meets current industry standard best practice and plans are created to address deficiencies.
- Maintain an awareness and understanding of existing and emerging health IT standards and ensure that we adopt them where it makes sense to do so, e.g., to facilitate integration with complementary systems.
- Manage the allocation of software development and reporting time and resource to ensure it complies with the defined distributions across the different areas of Streamliners.
- Ensure that Streamliners has an effective Business Intelligence and Reporting function and that it is efficient, suitably sized and architected using industry standard best practice.

Infrastructure

- Ensure that Streamliners infrastructure is operating as designed, is fit for purpose and is actively monitored to identify faults.

- When faults occur in Streamliner's infrastructure manage the resolution of the faults in a timely fashion and, following resolution, perform root cause analysis of fault and implement mitigations where possible.
- Create, maintain, regularly review and test disaster recovery plans covering the infrastructure core to Streamliner's operation.

Partnerships and relationships

- Build and maintain strategic partnerships with senior technical decision makers in companies providing complimentary offerings and those using our products and APIs.
- Actively manage relationships, performance and service levels with assigned third party suppliers and vendors.

Security, privacy, regulatory, and risk

- Maintain an up-to-date understanding of Streamliners regulatory, security and privacy obligations.
- Perform periodic checks and audits to identify areas of non-compliance and create plans to address these.
- Regularly report progress on plans to address nonconformities to the CEO (and Streamliners Board) and ELT.
- Own and actively manage risk items assigned by the CEO and ELT.
- Actively work to identify and mitigate risks related to Streamliner's information services and systems.

Company culture

- Support a culture of cooperation, continuous learning, and improvement, and reflect and protect our company values.
- Contribute to the development and implementation of a positive Streamliners culture.
- Encourage and support the development of cultural competency.
- Follow all policies and procedures as set out in the Streamliners individual employment agreement and Streamliners knowledge bases.
- Comply with the information security policies and procedures to safeguard Streamliners' information and any other agreed standard certification regulations.

About the role

Interpersonal relationships

Internal

- Colleagues in the Executive Leadership Team (contributing to organisational strategy, culture, and performance).

- Chief Content and Engagement Officer (closely liaising on plans, delivery and providing development and support functions).
- Chief Services Officer and Success Team Manager (supporting Success plans and engagements).
- Head of Growth Operations (supporting Growth engagements and ensuring regulatory barriers are removed).

External

- Forging and maintaining relationships with senior decision makers in companies providing complimentary offerings.
- Liaising with other organisations to seek resolution to complex technical issues.
- Management of relationships with external vendors.

About the person

Education and experience

- A bachelor's degree (or higher qualification) in a technology related field.
- Equivalent experience in one or more of these fields is also acceptable.
- Substantial experience of planning, project management, people management and leadership across a broad range of information system functions, including:
  - awareness of the impact of transformative technologies, such as Artificial Intelligence, Machine Learning and/or Deep Learning
  - demonstrated ability to champion and introduce transformative technologies into professional practice and to leverage these to enhance the value created by an enterprise
  - in-depth knowledge of computer science, programming languages, automated systems and the development of algorithms
  - a strong interest in mathematics and statistics - educational background in mathematics, computer science or an engineering degree.
- A strong focus on planning, outcomes and accountability.
- The ability to work with colleagues to achieve consensus, and to make clear, justified decisions.

Knowledge, skills, and abilities

- A deep understanding of current and trending development architectures and languages, agile processes, internet security and physical server and DR infrastructure options.

- Demonstrated ability to stay current with rapidly evolving technologies, ensuring product and technology roadmaps are contemporary.
- Proven ability to influence and align multiple stakeholders to achieve high value outcomes in a complex environment.
- A strategic focus on the big picture, and the ability to drill down into detail when required.
- Excellent people skills, with the ability to identify willingness or resistance to change and work towards solutions for getting stakeholder buy-in.
- Excellent time management and organisational skills.
- Excellent communication skills, with the ability to communicate effectively at all levels of the organisation.
- Strong analytical skills.
- Creative problem-solving skills.
- Excellent organisational skills, being methodical and able to handle several simultaneous projects with ease.
- Lead and support your team(s) to commit to and comply with Streamliners information security policies and procedures.
- Ensure alignment between information security policies and procedures, and Streamliners strategic objectives.
- Champion continual improvements to information security using the Streamliners Information Security Management System.

Attributes

- A strong team player, with a high level of emotional intelligence and empathy.
- An effective and flexible collaborator, influencer, mentor, and coach.
- A clear communicator who values clarity for others.
- Highly motivated, proactive, resourceful and engaged, with initiative and a can-do attitude.
- Resilient, self-aware, and composed under pressure.
- Adaptable with the ability to flex to get the best outcomes.
- Demonstrably able to drive and deliver results, and always seeking to learn and improve.