

Job Posting

Position:	Information Technology (IT) Manager
Reports to:	Chief Technology Officer (CTO)
Position type:	Permanent Full-Time
Location:	North York, ON

ABOUT THORNHILL MEDICAL:

Thornhill Medical's ground-breaking products are designed to be used globally by emergency health care providers, humanitarian, and military medical teams. Thornhill's oxygen-focused research and applications are transforming patient care in extreme circumstances, while inspiring and enabling other new technologies to unlock vital life-saving solutions. Thornhill Medical's innovations are in 19+ countries including Ukraine. With a team committed to courage, collaboration and saving lives, Thornhill Medical leads the way in the nimble and precision-focused field of medical technologies.

POSITION SUMMARY:

The **Information Technology (IT) Manager** is responsible for leading and managing the organization's information technology infrastructure, systems, cybersecurity, web portal and support services while ensuring reliable, secure, and efficient IT operations. The position develops and implements IT strategies that align with business objectives, manages technology projects, and oversees the administration of hardware, software, networks, and cloud-based systems. The IT Manager collaborates closely with cross-functional teams to support business growth, improve operational efficiency, and ensure compliance with applicable security and regulatory requirements.

DUTIES & RESPONSIBILITIES:

IT Strategy and Governance

- Develops and executes the organization's IT strategy and technology roadmap aligned with business goals.
- Evaluates emerging technologies and recommends solutions to improve efficiency, security, and scalability.
- Establishes and maintains IT policies, procedures, standards, and best practices in alignment with NIST 800-171/CMMC and NIST 800-53B.
- Supports business continuity and disaster recovery planning activities.

Infrastructure and Systems Management

- Oversees the administration, maintenance, and optimization of enterprise infrastructure, including architecture, servers, networks, storage systems, cloud platforms, and telecommunications.
- Ensures availability, reliability, and performance of all IT systems and services.

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- Manages hardware and software lifecycle planning, procurement, implementation, upgrades, and retirement.
- Supervises system monitoring, backup processes, and recovery testing activities.
- Acts as POC/Technical owner of all SW applications used by the organization including the ERP.
- Provides development support to all departments on rollout of new tools and applications.

Cybersecurity and Risk Management

- Leads cybersecurity programs to protect company systems, data, and intellectual property.
- Implements and maintains security controls, vulnerability management processes, and incident response procedures.
- Conducts periodic security assessments and coordinates remediation activities.
- Ensures compliance with applicable privacy, security, and regulatory requirements.
- Leads incidence response team.
- Directs cybersecurity assurance activities, including vulnerability assessments of internally developed applications, and the preparation of executive and customer-facing cybersecurity compliance attestations.

Help Desk and User Support

- Manages day-to-day IT support operations and service delivery.
- Ensures timely resolution of technical issues impacting employees and business operations.
- Promotes a customer-focused approach to internal support services.

Digital Platforms, Web Infrastructure & Technology Stack Management

- Owns the governance, security, administration, and ongoing optimization of Thornhill Medical's digital technology ecosystem, including corporate websites, web hosting environments, domain registrations, DNS management, SSL certificates, and related digital infrastructure; ensuring platform availability, security, performance, scalability, and regulatory compliance.
- Partners with Marketing, Field Operations, Product Management, Quality Assurance, Regulatory Affairs, and Software Engineering teams to support digital initiatives, internal and customer-facing applications and portals, online education programs, and digital commercialization activities.
- DevOps – Works with internal stakeholders to develop and support internal applications and workflows, including integration of AI into process improvements, where appropriate.

Project Management

- Leads technology implementation projects, including system upgrades, software deployments, infrastructure improvements, and process automation initiatives.
- Defines project scope, timelines, budgets, and resource requirements.
- Coordinates with internal stakeholders and external vendors to ensure successful project delivery.
- Monitors project risks and communicates status updates to management.

Vendor and Asset Management

- Manages relationships with IT vendors, Managed service providers (MSPs), Managed Security Service Providers (MSSPs), consultants, and other technology partners.

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- Negotiates contracts, service agreements, and software licensing arrangements.
- Monitors vendor performance to ensure compliance with service level agreements.
- Oversees IT asset inventory management and lifecycle tracking.

Budget and Resource Management

- Develops and manages the IT department budget.
- Identifies opportunities for cost optimization while maintaining service quality and security.
- Tracks technology expenditures and ensures effective allocation of resources.

Leadership and Team Development

- Manages and develops direct reports.
- Provides coaching, mentorship, and professional development opportunities for IT team members.
- Establishes departmental goals and performance expectations.
- Promotes a culture of continuous improvement, collaboration, and accountability.

Other

- Considers quality in all aspects of the job and respects procedures and norms.
- Other duties as assigned.

EDUCATION & EXPERIENCE:

- Bachelor's degree in Information Technology, Computer Science, Information Systems, or a related field.
- 8-10 years of related IT experience.
- 3-5 years of leadership or people management experience.
- Experience managing enterprise infrastructure, cloud platforms, cybersecurity programs, and IT support services.
- Experience managing IT vendors, budgets, and technology projects.
- Experience in a regulated industry (medical device, healthcare, manufacturing, or similar) is considered an asset.

SKILLS & KNOWLEDGE:

- Strong knowledge of Microsoft 365, Azure, Windows Server, networking technologies, cybersecurity frameworks, and cloud computing.
- Strong knowledge of best practices in IT administration and system security.
- Knowledge of endpoint management, backup and disaster recovery solutions, and identity and access management.
- Strong knowledge of website hosting architectures, domain and DNS management, content management systems (CMS), learning management systems (LMS), cloud-based SaaS platforms,

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mobile application deployment environments, developer account administration, and enterprise technology stack governance.

- Experience supporting ERP, CRM, and business application environments.
- Excellent troubleshooting and problem-solving skills.
- Excellent verbal and written communication skills.
- Ability to communicate technical concepts to non-technical stakeholders.
- Excellent customer service and active listening skills.
- Strong analytical and decision-making skills.
- Self-motivated team player with a high level of integrity.
- Strong time management and organizational skills with flexibility to realign priorities as necessary.
- Ability to architect strategy along with leadership skills.
- Methodical approach to work with strong attention to detail.
- Ability to build strong relationships and work collaboratively with cross-functional teams to meet shared objectives.
- Drive to consistently achieve results, even under tough circumstances.
- Holds self and others accountable to meet commitments.

OTHER REQUIREMENTS:

- Primarily office related requirements with exposure to warehouse and production work rooms when required.
- Light lifting and bending.
- Occasional travel may be required.

COMPENSATION:

The target salary range for this position is \$105,000 - \$140,000 per annum. The salary range reflects the base pay only and does not include bonus or benefits. The position is also eligible for a bonus.

The starting salary offered to a candidate will be dependent upon several factors, including but not limited to experience, job-related skills and relevant education and/or training.

This job posting is to fill a new vacancy within our organization, and the recruitment process involves the use of artificial intelligence.

Thornhill Medical welcomes and encourages applications from all qualified people, including those with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

We thank all applicants for their interest, however, only those selected will be invited for an interview.