

## **Business & Technical Lead, Client Services Permanent Full-Time**

The Ontario Pension Board (OPB) administers the Public Service Pension Plan (the PSPP), a major defined benefit pension plan sponsored by the Government of Ontario. With 100,000 members and \$31 billion in assets, the PSPP is one of Canada's largest pension plans. It is also one of the country's oldest, successfully delivering the pension promise since the early 1920s. [Learn more about OPB.](#)

We have an exciting opportunity for a Business & Technical Lead to play a key role by representing Client Services in major projects, business and technology transformation initiatives, and enhancing pension life cycle event processes. If you are an experienced pension professional who is highly collaborative with strong technical and business process skills and a passion for process improvement, generating business efficiencies, and advancing client service, this is the position for you.

### **Responsibilities:**

- As the Business & Technical Lead you will lead initiatives related to business process re-engineering, system enhancements and legislative changes, and provide leadership, strong technical guidance, and expertise to internal and external business partners in the delivery of client-focused services and business solutions.
- You will identify opportunities where existing business processes can be streamlined and/or reengineered and lead systems and processing changes.
- Working with project teams and IT you will represent the business (Client Services) to support the development of business requirements and provide ongoing assistance with identification of defects and troubleshooting issue resolution throughout the development cycle, leading to the deployment of system or process changes.
- You will help inform user acceptance testing (UAT) strategies on projects and be responsible for the creation and leading the execution of UAT plans from planning through to deployment and post deployment support.
- With keen attention to quality and intended business outcomes, you will leverage your data querying, analysis and communication skills to address business needs, develop metrics to measure outcomes, and identify client impacts as part of projects or cyclical pension initiatives.
- You will assist resource managers in the coordination of Client Service testing support across projects and play a key role in communicating project status to Client Services leadership and team, as well as identifying barriers and effectively and efficiently collaborating to resolve challenges.
- Leveraging existing business relationships, you will develop an increased understanding of emerging issues and changes in Plan provisions, policies, and procedures.
- You will develop and deliver training and provide expertise and knowledge transfer on business processes, practices, and emerging trends.

### **Qualifications:**

- You have strong leadership capabilities along with demonstrated knowledge of the Public Service Pension Plan (PSPP) and its value, as well as working knowledge of other legislation (e.g. Income Tax Act, Employment Standards Act, and Pension Benefits Act) and other public pension plans and design models.
- With your strong client service skills, you have superior analytical, investigative, and strong decision-making skills that allow you to collect, identify and interpret data as well as requirements and ensure information is accurate and complies with legislation, internal policies, and procedures.

- You have excellent communication skills, both written and oral, with the ability to explain technical requirements, policies, processes, and procedures to internal and external clients and to communicate in writing recommendations for resolution of matters/issues.
- As required, you will facilitate and deliver presentations, learning/training-sessions and technical walk-throughs in support of business process re-engineering and system enhancements.
- Your interpersonal skills allow you to effectively support the development and change management of internal business processes.
- You have expertise in process improvement and/or quality management methodologies (e.g. Lean, Six Sigma) as well as strong technical skills (pension systems and MS office applications).
- You are experienced in identifying and mitigating client experience risks as part of project delivery.
- You have well developed and demonstrated organizational and time management skills which allow you to manage multiple tasks and priorities successfully.
- Your demonstrated initiative and curiosity in thinking beyond current systems and business structures to resolve issues and concerns creatively is shared with a strong and on-going desire to learn and remain up to date on any changes in PSPP and related Plan provisions, policies, procedures, and applicable legislation.

**Please submit your resume if you are interested in this exciting opportunity.**

**[Careers - Ontario Pension Board \(opb.ca\)](https://www.opb.ca)**

**The competition will remain open until a successful candidate is selected or until the competition is closed.**

This competition is open to all employees of OPB and has been posted on LinkedIn. OPB is committed to providing accommodation for people with disabilities in its recruitment process. Please advise OPB if you require an accommodation and we will work with you to meet your needs. OPB is committed to fostering a culture of diversity, equity and inclusiveness that reflects the diverse communities we serve. We welcome and encourage applications from those who may contribute to the further diversification of ideas. Candidates being considered for this position will be required to submit to a background screening.