Jim Kirk

TECHNOLOGY EXECUTIVE

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PERSONAL PROFILE

Focused and enthusiastic executive with a proven ability to deliver results on complex change initiatives. Positive and transparent leader who connects with business and technology professionals. A lover of technology who understands how to securely implement at scale, in alignment with strategy and best practices.

For greater insight into my leadership and performance, review my portfolio.

WORK EXPERIENCE

MAXIMUS CANADA

AVP, Customer Experience & Solution Operations

January 2025 to Present

Selected to lead the delivery of Maximus Canada's enabling technology. Providing leadership to our Customer Experience, Enterprise Platforms and Service Desk teams. Playing a leadership role in the application of AI as a productivity enhancer *and* as innovation to optimize the customer journey. Key Accomplishments:

- Executed modernization of national network, reducing circuit costs by $230K annually and strengthening security through the implementation of zero trust principles.
- Led the enterprise-wide deployment of Microsoft 365 Copilot, architecting a comprehensive training framework that secured a 98% sustained adoption rate across the knowledge worker population.
- Delivered corporate PC refresh project featuring Microsoft Surface, Intune, and Autopilot V2. Creating a positive employee experience was a core objective resulting in a 99% successful deployment rate with an average setup time of 15 minutes.

INFO-TECH RESEARCH GROUP

Executive Counselor

September 2021 to December 2024

Trusted advisor to Canadian Public Sector IT leaders, driving strategic growth and operational excellence across a 30+ account portfolio ($3.5M USD revenue). Partnered with sales and delivery teams to ensure high client retention and in-account growth. Key Accomplishments:

- Authored and published high-impact industry research on critical executive themes, including Change Leadership, Burnout, Cost Optimization, and Governance.
- Collaborated with core research on the development of new and updated research in the areas of Infrastructure & Operations, Service Management, Identity Management, and FinOps.
- Earned the "Presidents Club" distinction in both 2022 and 2024 for consistently exceeding aggressive year-over-year growth targets.

NOVA SCOTIA COMMUNITY COLLEGE

Director, Digital Innovation & Technology
June 2016 to August 2021

Transformed the IT department into a strategic innovation hub, aligning technology services with the College's long-term objectives. Led a multidisciplinary team of 86 staff and managed a $13M annual budget. Key Accomplishments:

- Developed a Cloud ERP / Student Information System strategy and roadmap to inform Board of Governors approval for multi-year digitization program.
- Developed and executed a multi-year network and data center strategy aimed at reducing the College's reliance on a single provider, while balancing investment in cloud services and owned/operated hosting facilities.
- Led the enterprise-wide migration to Microsoft 365, fundamentally changing campus communication and collaboration while also enabling online program delivery.

HALIFAX REGIONAL MUNICIPALITY

Manager, ICT Transformation
February 2015 to May 2016

Appointed as "second in command" to lead a transformation program focused on four key areas: 1) leading alternative service delivery initiatives, 2) developing a cloud strategy, 3) developing a Smart City strategy, and 4) exploring shared services opportunities with other levels of government. Key Accomplishment:

- Led the planning and design of a Public WiFi service for the city. Leveraging municipally owned fiber optic network to support economic and social development while enhancing municipal service delivery.

Manager, Service Management & Operations
October 2013 to January 2015

Appointed to senior management position created in support of a reorganization to bring all IT operations groups together (75 staff) in an effort to modernize technologies and create a culture of service excellence. Responsible for ITSM, Application Management, and Infrastructure Management portfolios. Funded by $15M operating budget, $10M capital budget. Key Accomplishment:

- Revitalized $20M SAP implementation through outsourcing hosting, technical and functional support to a third-party supplier and focusing internal resources on the strategic use and business support of SAP.

Manager, ICT Planning & Client Relationship Management
September 2012 to September 2013

Appointed to senior management position to implement ITSM best practices and to modernize the legacy client relationship management function. Responsible for ITSM, PPM and Enterprise Architecture portfolios (30 staff). Funded by $3M annual operational budget. Key Accomplishment:

- Led the development of a 5 year, $50M Transit Technology Roadmap intended to modernize the rider experience, transit operations, and address $2M/year in estimated fare evasion.

Manager, Client Relationship Management
February 2011 to August 2012

Relocated to Nova Scotia after being selected to drive needed cultural change and to implement industry best practices in support of a planned IT service delivery transformation. Led IT Service Desk and CRM function (15 staff). Funded by $1.5M annual operational budget. Key Accomplishment:

- Implemented foundational ITIL processes, replaced legacy ITSM tool by procuring and implementing ServiceNow.

ONTARIO PUBLIC SERVICE

Senior Manager, OPS IT Service Desk
September 2007 to January 2011

Selected to finalize the build and operation of the Ontario government's enterprise IT Service Desk supporting 68,000 government employees. Services delivered at a highly competitive cost of $20 per call by 170 staff out of four geographical locations. Funded by $18M annual operational budget.

Senior Manager, Best Practice Office
August 2009 to August 2010

Requested to take on additional responsibility for 12 months by adding our Best Practice Office (35 staff) to existing portfolio while a colleague was away on leave. Responsibility included the implementation, operation and continual improvement of ITSM Best Practices for the Ontario government's 1300 staff infrastructure division. Funded by $5M annual operational budget.

Senior Manager, Service Order Management
August 2008 to July 2009

Requested to take on additional responsibility for 11 months by adding the Service Order Management office to existing portfolio after the departure of a colleague. Responsibility included the operational management of the Order Management function. 10,000 orders processed per month by 100 staff out of three geographical locations. Funded by $10M annual operational budget.

Manager, OPS IT Service Desk – St. Catharines
September 2006 to August 2007

Selected to build and manage the first OPS IT Service Desk location in St. Catharines. Recruited and managed 50 staff across a variety of roles including conducting performance reviews and career development.

IT Security Lead
March 2004 to August 2006

Selected to build an operational IT security function for the Ministry of Transportation. Responsible for the management of security infrastructure and processes. Led forensic investigations and supported Freedom of Information Act requests.

Technical Support Analyst
April 2003 to February 2004

Responsible for providing technical support services to approximately 5,000 Ministry of Transportation customers.

Incident Coordinator
November 2001 to March 2003

Responsible for coordinating response to high priority incidents affecting government networks, systems, and life-critical applications.

Technical Support Analyst
November 2000 to October 2001

Responsible for providing technical support services to approximately 30,000 Ministry of Public Safety & Security customers.

EDUCATION, QUALIFICATIONS, & MEMBERSHIPS

Computer Training Institute (1999-2000)
Computer/Network Technician Diploma

St. Francis Xavier University (1995-1998)
Business Administration Program

ITIL Expert Designation (2009-2013)

HDI Support Center Director Certification (2010)

Board Director, Atlantic Canada Organization of Research Networks (2016-2021)

Member, Cybersecurity Advisory Committee, Canada's National Research & Education Network (2020-2021)