

Managing Director, Branch Channels

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Location: Toronto

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job requisition id R230020269
Application Deadline:

02/28/2024
Address:

33 Dundas Street West
Job Family Group:

Technology
The Team:

Our mission is to provide BMO Branches and customer-facing colleagues with the best technology experience to enable a world-class customer experience. Our expertise lies in defining, developing, building and evolving the future architecture of our Branch platforms and systems. We strive to ensure the highest availability, reliability, and resiliency of our technology applications to support the branch operations.

Our Ambition:

Guided by our mission to deliver customer-centric and business-enabling enterprise-grade systems and applications, our focus is unwavering. We are committed to achieving the highest quality with the shortest time-to-market while utilizing best-in-class engineering practices and adopting agile ways of working. Security and world-class resiliency are integral aspects of our pursuit to best-in-class service delivery.

Our contribution aligns with BMO's strategic priorities, delivering not just solutions, but a commitment to quality, efficiency, and operational excellence and resilience in every aspect of our work.

The Impact:

This is a Business-to-Consumer (B2C) and Canadian P&BB Technology Leadership role with a large, impactful, and highly visible mandate driving complex platform modernization and leading critical delivery and transformation roadmaps. The Managing Director, Branch Technology Platforms leads strategic initiatives, builds future state architectures, defines standards, fosters knowledge sharing and collaborates with various business, Technology and Operations (T&O), and external executives and senior partners and stakeholders to achieve our vision.

Be a part of a unique opportunity to define and enable BMO Branch technology vision and directly impact BMO's One Client vision.

What's in it for you:

We are looking for a transformational technology leader to drive the execution of strategic initiatives that will achieve our technology, delivery business vision.

You will lead and develop platforms, applications and solutions centered on building a digitally enabled, future-ready bank with leading efficiency, profitability, and loyalty - all powered by a Winning Culture.

In this role, you will be responsible for defining strategy, designing roadmaps, leading development teams, driving principles and standards that will achieve future state architecture and enable our digital factory.

The ideal candidate should have deep expertise in platform development, distributed systems, and a desire to drive change through technology enablement across the bank. The role requires the candidate to be proficient in modern cloud, microservices and technologies.

In this role you will propel BMO's Digital First strategy forward by providing business and technology necessary leadership to realize a Future Ready platforms and applications ecosystem.

Reporting to the Head, Channels Technology, the Managing Director Branch Channels, has North American scope and is responsible for developing the end-to-end accountability for Branch Channels within Channels Technology. They are accountable for the business partner relationship with the senior executives of all BMO Branch Channels and all related BMO Lines of Business (P&BB and Wealth). Included in the Managing Director portfolio are financials, projects, resourcing, service delivery, strategy, app ownership and evolution. The role provides management oversight, governance and monitoring for day to day and technology solutions. The role will focus on effective teams integration between Branch Technology Solutions, Digitization, Business Process Resort and Home Finance to improve

delivery and execute an overall Branch strategy and roadmap. The role is accountable for managing a team of 5 direct reports, 300+ employees and contractors and over \$35MM of annual budget.

Responsibilities:

Strategy & Planning

Helps determine business priorities and best sequence for execution of business/group strategy.

Conducts independent analysis and assessment to resolve strategic issues.

Works with executive leaders to identify, develop and execute recommendations for short and long-term strategic directions/opportunities in support of the achievement of the business plan

objectives and overall results.

Supports the business case development by identifying needs, analyzing potential options and assessing expected return on investment.

Recommends business priorities, advises on resource requirements and develops roadmap for strategic execution.

Stakeholder & Operational Management

Ensures optimal decision-making between internal stakeholders, including between the business/group and Technology senior leaders.

Acts as a trusted advisor to senior leaders for making business decisions and implementing strategic initiatives.

Acts as a prime contact for internal/external stakeholder relationships, which may include regulator

Reviews, approves, and provides expert guidance on the Operational Vision (or business case) and application architecture.

Drives creation of proper planning process (e.g., development of a pandemic plan and development of a Business Continuity Plan) to ensure performance, availability, and problem recovery of platform applications in achieving the agreed Service Level Agreements (SLAs).

Delivery & Execution

Directs and provides oversight of delivery and execution across portfolio, maximizing the values of integrated development, testing and service delivery within each of the channels

Breaks down strategic problems, and analyses data and information to provide insights and

recommendations.

Receives escalations from the team and works with Extended Teams and relevant parties to remove blockers and problem solve

Monitors and tracks delivery performance (SLA's/ KPIs), and addresses any issues.

Analyses historical and real time data to identify areas for improvement and drives action plans to implement.

Managerial Leadership

Sets organizational/ team goals and executes on overall BMO strategy, senior leadership direction and ongoing needs analysis.

Establishes achievable objectives including planning, implementing and continuously evaluating team performance against these objectives.

Provides support, coaching and mentorship as required, based on management team maturity level.

Attracts top talent to build a high performing team

Encourages Training, learning & development to grow and retain talent

Qualifications:

15+ years of work experience in technology and business environments.

Degree in computer science, engineering, or information systems.

Proven experience in Technology Leadership and software theory, practice, concepts, and emerging technologies.

In-depth knowledge of Software Development Life Cycles and Waterfall and Agile delivery practices and ways of working.

In-depth knowledge of project/portfolio management methodology and its applicability to successful delivery of technical change.

Experience driving the Technology Transformation for Branch Channels

Proficient in identifying strategic technical direction of cloud, distributed systems, continuousIntegration/deployment/testing/monitoring/security/improvement,systems management, enterprise data and access layers.

Possesses a deep understanding and problem-solving ability of various complexities.

Expert knowledge in the techniques that go into producing designs of complex systems, including requirements discovery and analysis, formulation of solution context, identification of solution alternatives and their assessment, technology selection, and design configuration.

Ability to see and communicate the big picture in an inspiring way, being forward looking

and staying ahead of industry and technology trends to generate new and innovative approaches to problems.

Motivated by success and passionate about working and achieving higher results. Persists to complete responsibilities, even in the face of difficulties. Optimistic and tenacious all through.

Expert in verbal and written communication.

Expert in analytical and problem-solving skills.

Expert in influence skills.

Expert in collaboration and team building skills with a focus on cross-group outcomes.

Expert in data driven decision making.

We're here to help

At BMO we are driven by a shared Purpose: Boldly Grow the Good in business and life.

It calls on us to create lasting, positive change for our customers, our communities and our people. By working together, innovating and pushing boundaries, we transform lives and businesses, and power economic growth around the world.

As a member of the BMO team you are valued, respected and heard, and you have more ways to grow and make an impact. We strive to help you make an impact from day one – for yourself and our customers. We'll support you with the tools and resources you need to reach new milestones, as you help our customers reach theirs. From in-depth training and coaching, to manager support and network-building opportunities, we'll help you gain valuable experience, and broaden your skillset.

To find out more visit us at <https://jobs.bmo.com/ca/en>.

BMO is committed to an inclusive, equitable and accessible workplace. By learning from each other's differences, we gain strength through our people and our perspectives.

Accommodations are available on request for candidates taking part in all aspects of the selection process. To request accommodation, please contact your recruiter.

Note to Recruiters: BMO does not accept unsolicited resumes from any source other than directly from a candidate. Any unsolicited resumes sent to BMO, directly or indirectly, will be considered BMO property. BMO will not pay a fee for any placement resulting from the receipt of an unsolicited resume. A recruiting agency must first have a valid, written and fully executed agency agreement contract for service to submit resumes.

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BMO is a leading bank driven by a single purpose: to Boldly Grow the Good in business and

life. Everywhere we do business, we're focused on building, investing and transforming how we work to drive performance and continue growing the good.

Who we are

We're proud to be fueling growth and expanding possibilities for individuals, families and businesses. More than 12 million customers count on us for personal and commercial banking, wealth management and investment services. As the 8th largest bank in North America by assets, we provide personal and commercial banking, wealth management and investment services to more than 12 million customers. In Canada, the United States and across the globe, we'll continue to build, invest and transform to drive performance that serves the good that grows. #J-18808-Ljbfrr

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