

Operational Resiliency Specialist

Who We Are

The **Ontario Securities Commission (OSC)** is the statutory body responsible for regulating Ontario's capital markets in accordance with the mandate established in the provincial Securities Act and the Commodity Futures Act. The mandate of the OSC is to provide protection to investors from unfair, improper or fraudulent practices, to foster fair, efficient and competitive capital markets and confidence in the capital markets, to foster capital formation, and to contribute to the stability of the financial system and the reduction of systemic risk. This mandate is performed through policy, operational, adjudication and enforcement work. The OSC also contributes to national and global securities regulation development.

The Opportunity

Working with the business continuity representatives and Emergency Response Team and reporting to the Chief Audit & Risk Executive, the Operational Resiliency Specialist leads effective and efficient, professional, and confidential emergency management and business continuity operations, advice, expertise, and support. You will be responsible for the strategic and operational aspects of the business continuity program (BCP), including leading and being responsible for the development, maintenance, and day-to-day planning, coordination, and administration of program activities in accordance with policies, standards, and best practices. As a Subject Matter Expert (SME) in the Emergency Management and Business Continuity field, you will manage program processes including business impact analysis, business continuity planning, training and exercises, and program expenditures. When required, you will participate in providing administrative, logistical, operational, and expertise support to the Emergency Response Team. This individual will oversee and coordinate cross-functional teams, facilitate incident response efforts, and maintain detailed documentation throughout the incident lifecycle.

The Operational Resiliency Specialist will work with the disaster recovery, cyber incident and crisis management teams to ensure a cohesive operational resilience strategy is in place for the management of OSC's resiliency.

Key Duties and Responsibilities

- Respond to incidents that impact or may impact operations and take all necessary steps or actions to lessen the impact of the incident including preparing and implementing action plans and associated procedures.
- Instruct and mentor business units and key internal and external stakeholders to develop, maintain and implement emergency management and business continuity plans and key documents to ensure the organization can respond quickly and effectively to any emergency that may affect staff or the delivery of services.
- Keep plans and procedures up to date and maintain and store records related to planning for emergencies and incidents in good order.

- Train and lead business continuity representatives in business continuity and emergency management understanding and awareness.
- Ensure development and delivery of emergency management and business continuity exercises, including selecting and leading scenarios, organizing logistics, and conducting after-action reviews.
- Conduct a gap analysis to determine future and potential emergency planning/business continuity and related training needs.
- Coordinate the Emergency Response Team and advise on agenda items, supporting the monitoring and implementation of follow-up actions.
- Provide advice and guidance during incidents/emergencies or training exercises including to members of the Emergency Response Team.
- Keep abreast of best practices and current developments in emergency planning and business continuity and develop procedures and policies based on this information in consultation with emergency management leadership.
- Post, and keep current business continuity and emergency management information on the organization's intranet.
- Report to and work collaboratively with the Chief Audit & Risk Executive on the development of emergency protocols and the business continuity program.
- Compare business plans to Enterprise BCP goals and challenge business leaders on the identification of critical functions and needs.
- Report to the executive leadership and define ongoing goals, objectives, and initiatives.
- Identify and make recommendations for solutions to infrastructure obstacles and business challenges.
- Develop and execute the maintenance and testing programs for all business continuity plans, websites, and other information/communication tools.
- Direct and supervise plan maintenance processes and execution.
- Maintain and store technology Disaster Recovery Plans for core infrastructure services as well as working to support Information Services and Information Security to ensure these plans remain valid and fit for purpose.
- Design and facilitate tests and exercises on the business plans and crisis management execution.
- Administer the emergency communications system and ensure all staff are either appropriately covered by this system or through other processes. Conduct regular testing to validate the effectiveness of this system and related processes.

Qualifications

- Post-secondary degree or diploma in emergency management, business and/or business continuity planning is desirable, or an equivalent combination of education, training, and experience.
- Certified Business Continuity Professional (CBCP) certification or equivalent is an asset.
- Completion of Emergency Management Ontario's Basic Emergency Management and Incident Management System Level 200 Courses or equivalent North American or international standards or have the potential to complete them Knowledge of relevant acts, regulations and standards and ability to apply this knowledge.
- Position requires knowledge of relevant industry frameworks such as NIST, ISO 27001, and SANS and ability to apply this knowledge.
- At least 7 years of experience developing/overseeing organizational emergency management and or business continuity programs.
- In-depth experience providing service in one or more of the following functions: emergency operations and incident support; developing emergency management and business continuity plans; planning, developing, and delivering training programs and exercises specific to emergency management or business continuity.

Skills (Specialized Knowledge):

- Understanding of emergency management standards, principles, and processes.
- Understanding of risk management standards, principles, and processes.
- Excellence in strategic thinking and analysis, leadership, and teamwork.
- Ability to gather and synthesize data to reach an understanding of situations. Ability to collaborate with management and staff at all levels to identify and analyse key issues and develop appropriate solutions.
- Ability to communicate clear messages or arguments through various channels in order to influence and gain understanding and commitment.
- Strong verbal and written communication skills. Proven ability to attend to detail and to be clear, concise, and accurate. Ability to adapt tone, content, medium and style to the audience in a manner that ensures inclusivity. Strong leadership, presentation and reporting skills.
- Demonstrates client focus by modeling customer-focused approaches in all decisions and actions. Ability to assert your own ideas, persuade others and negotiate effectively.
- Drive results and accountability with an aptitude for measurement and reporting results.

- Highly developed project management and execution skills on small or major deliverables. Ability to persevere through challenges and uncertainty to achieve committed outcomes.
- Committed to continuous learning and skill building to stay current with relevant emergency management legislation, by-laws, and protocols to evaluate relevance and application to the agency environment.
- Strong attention to detail, judgment, and decision-making skills.

Grow your career and make a difference working at the OSC.

Please submit your application for this position through the OSC website at https://osc.wd3.myworkdayjobs.com/en-US/OSCCareers/job/CA-ON-Toronto/Operational-Resiliency-Specialist_JR100486. Applications must be received by Wednesday, February 19, 2025, at 11:59 pm EST.

We thank all applicants for their interest in the Ontario Securities Commission. We will contact those selected for an interview.

The OSC is committed to diversity and providing an inclusive workplace. It is our priority to ensure employment opportunities are visible and barrier-free to all under-represented groups including but not limited to, Indigenous, Black and racialized groups, people with disabilities, women and people from the LGBTQ2S community, to achieve an employee demographic profile reflective of the demographic profile of Ontarians.

The OSC is a proud partner with the following organizations: [BlackNorth Initiative](#), [Canadian Centre for Diversity and Inclusion](#), and [Pride at Work Canada](#).

If you require an accommodation during the recruitment process, please let us know by contacting our confidential inbox HRRecruitment@osc.gov.on.ca.

Visit [Accessibility at the OSC](#) to review the OSC's policies on accessibility and accommodation in the workplace.