

Role Profile

Title:	Director, Software Development and QA
Function:	Technology
Reports To:	Chief Technology Officer
Location:	Toronto
Type:	Full Time

Role Overview

The Director, Software Development and QA will be responsible for leading a high-performing organization that delivers technology with speed, quality, and impact. This role requires a leader who brings a passion for technology and delivery, combined with the discipline to hold teams accountable for results. The Director will set ambitious goals, demand excellence in execution, and create a culture of urgency, ownership, and continuous improvement.

You will oversee all aspects of people leadership, from recruiting and onboarding to performance management and career development. As a member of the technology leadership team, you will influence architectural direction, drive platform scalability and reusability, and ensure alignment with business strategy. A key mandate of this role is to champion the use of AI and automation to significantly improve SDLC productivity, ensuring that innovation translates into measurable gains in efficiency, quality, and speed.

Primary Responsibilities

- Lead the creation and execution of software development roadmaps, operational plans, and project delivery within an Agile/Scrum environment.
- Lead and manage the Software Development and Quality Assurance teams, setting direction, priorities, and standards that align with business objectives.
- Drive adoption of AI, automation, and emerging practices that increase developer productivity, testing efficiency, and overall SDLC effectiveness.

- Ensure the adoption of secure software development practices aligned with the five pillars of the AWS Well-Architected Framework (Operational Excellence, Security, Reliability, Performance Efficiency, and Cost Optimization).
- Ensure the consistent application of Agile methodology across teams to maximize velocity, predictability and quality outcomes.
- Collaborate with the CTO, Chief Architect, Finance, and HR leaders to maintain technology team plans, budgets, and resource strategies that balance cost efficiency and delivery effectiveness.
- Define, track, and report on key metrics that measure productivity, quality, and delivery outcomes, providing technology and business leadership with clear visibility and enabling data-driven decisions that improve efficiency and velocity.
- Research and recommend best practices, industry trends, and emerging technologies that improve cost efficiency, delivery velocity and competitive advantage.
- Partner with HR to attract top talent through recruitment strategies, industry engagement, and referral networks.
- Ensure successful onboarding of new hires through structured programs and early-stage performance management.
- Contribute to overall company operations and leadership culture, aligning decisions with company values and strategic policies.
- Champion culture change and transformation by instilling a strong sense of ownership, accountability, and empowerment across teams.
- Create an environment that embodies company values, fosters collaboration, and drives technical excellence and operational reliability.
- Foster a culture of experimentation and continuous learning, where innovation and learning from failure are embraced as drivers of continuous improvement.
- Retain and develop top talent through coaching, mentoring, training, and defined career pathways.
- Lead by example in the Performance Management process, ensuring real-time feedback, coaching, and annual SMART goal alignment.
- Identify and close skill gaps with targeted training programs, internal learning opportunities, and innovation initiatives.

Capability Requirements – education, skills & experience

- Post-secondary degree in Computer Science, Engineering, or related field, or equivalent experience.
- 10+ years' experience in software development delivering scalable, commercial-grade platforms, APIs, and applications.
- 8+ years of progressive people leadership experience with teams of 10 or more, with a proven ability to set high standards, hold teams accountable, and ensure delivery against ambitious goals.
- Demonstrated success in building and scaling high-performing teams in environments with demanding delivery expectations.
- Experience driving AI adoption and automation initiatives that materially improve productivity, velocity, and quality outcomes.
- Possess a strong strategic, results-oriented, and execution-focused orientation with a strong bias for action and an ability to keep teams focused on outcomes.
- Skilled at motivating and inspiring in a high-expectation environment where ownership, urgency, and meeting commitments are core to success.
- Excellent communication skills, including the ability to translate technical concepts into business terms and rally teams around stretch objectives.
- Solid technical foundation with experience in modern software architectures, object-oriented techniques, and design patterns.
- Proven ability in Agile/Scrum practices in settings where delivery speed and quality are critical.
- Deep understanding of the secure software development life cycle.
- Experience with CI/CD pipelines, test automation, and productivity tooling.
- Hands-on experience with containers (Docker, Kubernetes) and public cloud (serverless, microservices).
- Familiarity with modern development and collaboration toolchains (e.g., Git, Jenkins, Bitbucket, Artifactory, Atlassian suite).
- Proficiency in business productivity tools (MS Office, etc.).