Job Posting: #2022-35
Job Title: Manager, IT Services
Department: Information & Technology
Reports To: CAO
Directly Supervises: IT Coordinator, IT Technician
Status: Full-time Permanent
Hours per Week: 35
Salary Range: $73,869 - $89,788
Application Due Date: Friday, July 8, 2022

Position Summary

This position is responsible for the leadership, development, and strategic direction of the Information Technology Services (ITS) Division. Ensure high quality and timely delivery of all corporate information technology (IT) service functions, including providing strategic advice to Council and the Senior Management Team on matters affecting the corporate IT portfolio. Researching new technologies and methods for improvement to the information technology utilized by the Municipality. Prioritization of projects based upon corporate plans; creating and evaluating business plans for IT initiatives, managing ongoing IT projects; managing IT staff, allocating resources; and preparation and management of the IT budget.

Role Specific Duties and Responsibilities

IT Management

1. Research new technologies and methods for the use of Information Technology within the operations of the organization.
2. Procure IT software and hardware for the corporation, ensuring compliance with IT capital and operating budgets, as well as the corporate Purchasing Policy. Includes generation of formal staff reports, RFQ, RFP, and Tender documents as required.
3. Ensure the efficient operation of the Information Technology infrastructure and architecture of the Corporation, including the evaluation, acquisition, and deployment of software, hardware, and peripheral equipment.
4. Oversee the implementation of standards and controls to ensure the security and integrity of all systems related assets in accordance with industry best practices, defined commitments and legislated principles and criteria; ensures that policies and standards are communicated and understood by staff and external agencies.
5. Develop and maintain business interruption plans and information protection plans ensuring that the integrity of the information systems and the proper functioning of the organization is not affected by external or internal influences.

6. Write and present staff reports to Senior Management and Council regarding IT services, policies, and issues.

Strategic Planning and Business Processing

7. Review, interpret, and develop implementation strategies for a strategic IT plan and consult with Senior Management with respect to the role of Information Technology in the fulfillment of the goals and objectives for the plan.
8. Using project management methodology and tools, manage multiple large-scale projects concurrently with defined objectives, resources, budget, and within identified timelines. Determine appropriate course of action for projects at risk of completion or encounter cost overruns.
9. Analyze and recommend changes in current business practices and processes to ensure the Corporation is an efficiently managed and coherently integrated technical environment. Proactively assess need for change and look for innovative approaches to service delivery.
10. In collaboration with Senior Management, coordinates business process improvement strategies with internal stakeholders and staff departments. Maintain focus on best practices and trends, while continuously looking for process improvements such as automation, streamlining, removal of redundancy, etc.
11. Responsible for overseeing all aspects related to any implementation stages of defined business process improvement initiatives, specifically in relation to IT.
12. Oversees the monitoring and analyzing of implemented changes to IT business processes, makes adjustments as required. Perform ongoing analyses on IT business processes related to productivity, quality, costs, and time management. Present progress reports and integrate feedback as required.
13. Revise and update relevant procedures and policies as required throughout the process.

Department Management

14. Manage the day-to-day operations of the Information Technology division.
15. Oversee and ensure that all corporate IT needs are met, including user training, database support, software application support, hardware support, network support, server support, phone and mobile device support, and help desk support.
16. In consultation with Human Resources, assess staffing needs, participate in

the recruitment process, and make recommendations concerning selection of staff; supervise and/or oversee the supervision of division staff including performance evaluation and/or review of same, training and development formulation, discipline, promotion/termination recommendations.

17. Prepare and present Information Technology operating and capital budgets on an annual basis. Monitor and manage operating and capital budgets throughout the year.
18. Ensures department staff work in compliance with Occupational Health and Safety Act as well as the Municipality's Health & Safety policies, procedures, and guidelines.

General Duties and Accountabilities

1. Provide and maintain a high degree of confidentiality and security of information at all times. Where information is developed prior to staff/public release, ensure confidentiality of information provided to produce content for Council and other sensitive information sources.
2. Work in compliance with the Occupational Health and Safety Act, and other applicable legislation, department policies/procedures/practices, operational guidelines, and perform safe work practices.
3. Perform other duties as may be assigned in accordance with department and corporate objectives.

Required Certifications and/or Health and Safety Requirements

- Possess a valid Class "G" Driver's License in good standing.

Education, Skills and Experience

1. Post-Secondary diploma in computer science, system design, or related discipline.
2. Project Management Professional (PMP) certification and/or Certified Information Security Manager (CISM) and/or Certified Information Systems Security Professional (CISSP) certification would be preferred.
3. Demonstrates a minimum of five years' of IT management experience, including project management, and supervisory experience, preferably in a municipal setting.
4. Demonstrated experience in broad corporate nformation technology portfolio, with an emphasis on business application software implementation, network administration, website design/maintenance, and technical support services; thorough knowledge of emerging technology trends in the municipal sector

5. Customer service, project management, and facilitation skills; knowledge of industry standard practices, guidelines, benchmarks, safety policies and procedures.
6. Ability to negotiate technical agreements and contracts.
7. Excellent administration, organizational, analytical, problem-solving, negotiating, interpersonal, oral and written communication, and supervisory/management skills.
8. Ability to work under pressure and meet deadlines, manage projects in tight time frames.
9. Ability to deal courteously and effectively with staff, other departments/levels of government, the public and other departmental contacts; flexibility/availability to respond to "after hours" emergencies, and work outside of regular office hours as may be required.

Physical Demands and Working Conditions

- Physical demand requires considerable sitting, standing, walking and computer usage, and ability to lift up to 25 pounds. Working conditions are in a standard office environment with some exposure to remote workstations, IT closets, etc. and the likelihood of dust, equipment generated noise, and limited access to equipment and wiring. Working at heights with the use of a ladder occasionally required.
- Normal hours of work are 35 hours per week Monday to Friday with flexible hours to address IT related issues. Some weekends, evening and on-call may be required.

Contacts and Interactions

- Communicates regularly with municipal staff, Senior Management, Council, vendors, and suppliers.

Applicant Information

Interested qualified applicants are invited to forward their cover letter and resume quoting Job #2022-35 by Friday, July 8, 2022 to:

jobs@meaford.ca

Attention: Human Resources

The Municipality of Meaford is committed to providing a barrier-free workplace. If accommodation is required during the selection or interview process, it will be available upon request.

We thank all applicants for their interest, however only those selected for an interview will be contacted.

Personal Information is collected under the authority of the Municipal Act for the purpose of candidate selection, and all information will be stored and used in accordance with the Municipal Freedom of Information and Protection of Privacy Act. For further information about this data collection, please contact jobs@meaford.ca.