



Position Synopsis and Purpose

(A position overview and how it connects to the big picture)

Responsible for the protection and safe storage of all digital data as it applies to disaster recovery, access controls and confidentiality. Responsible for the secure and effective operation of all computer systems including desktops, notebooks, servers, smart phones, web sites, web access, communication systems, system security, related applications, training, help desk, hardware replacement and software development that is utilized within a wide range of City Departments. Responsible for the corporate vision as it applies to all City technology. Budgeting and procurement for all computer related assets, including network hardware and configuration, servers and mobile devices. Lead IT staff in the areas of training, motivation, best practices, safety and policy observation. Recommend IT projects to the Senior Staff in the areas of productivity, connectivity and staff engagement in technology.



Major Responsibilities

(What this position does and how they allocate their time)

Description	Approx. Time Spent (%)
<p>Manage the day to day operations of the IT Department as it influences the success of the corporation. This includes assessing the work flow and success of the IT Analyst. Continually measuring the efficiency of the Local Area Network and the Wide Area Network and implementing the changes necessary to stay current. Creating and implementing a one year and two year plan.</p>	15
<p>Monitor the health of all IT systems as it applies to functionality, security, current practices, malware free, firewall evaluation to provide access and at the same time remain security.</p>	5

Description	Approx. Time Spent (%)
Application Development, for example Domino applications. Once the applications are developed they require upgrading, refreshing and modifying.	5
Influences technology direction by studying organizational goals, strategies, practices, and departmental projects. Projects such as document management, document sharing and communication through application sharing. Designed and managed, in consolidation with the contractor, the full network needs as it applies to the Local Area Network and the Wide Area Network at the Vale Health and Wellness Centre. This is an example, as the network design applies to the complete City. Provide technology direction for the City as part of the Senior Management Team. Meet with managers and end users to provide the most productive and effective solution.	5
Preserves assets by implementing disaster recovery and back-up procedures and information. IT administration as it applies to payments, procurement and the purchasing policy.	10
Completes projects by coordinating resources and timetables within departments. Many projects, such as Human Resources and Health and Safety as it pertains to training applications, document storage and email organization. Some projects are born and implemented by IT with cooperation of the departments and some are requested by department managers.	10
Design, develop, implement, coordinates systems, policies and procedures.	5
Manages staff by recruiting, training and coaching employees, communicating job expectations and appraising performance	5
Coordinates and manages the telephone system as it applies to upgrades, troubleshooting, servers, phone sets, connectivity and the day to day maintenance of the system.	5
Purchase, upgrade and inventory all software licensing and hardware replacements including desktops, notebooks and iPads. There are approximately 140 users. Provide and	5

Description	Approx. Time Spent (%)
manages smart phones, smart phone security, iPads, servers and licensing. There are approximately 60 smart phones.	
Prepares the annual budget, provide justification where necessary to the CAO and monitors the spending within the guidelines.	5
Provides end user support as it pertains to all City computers, printers, software and any technology questions. Assisting all users in their day to day technology needs such as printing, access to the system, providing software for increased productivity and troubleshoot anything that would road block the users from completing their daily tasks.	10
Manage and control connectivity between nine sites and approximately 140 users combined with VPN access for all notebook users.	10

*Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.



Required Training

(Description of training required in order to perform the major responsibilities)

All or some of the following would be an asset.
 Microsoft Certified
 Cisco Certified Network Administrator
 IBM Domino Administrator and/or Developer.

*Attends training, workshops and seminars as appropriate and as required



Minimum Qualifications

(Absolutely cannot do without)

Education (degree/diploma/certifications)

3 Year College diploma in computer science or related program.
 All or some of the following would be an asset.
 Microsoft Certified
 Cisco Certified Network Administrator
 IBM Domino Administrator and/or Developer.

Experience

Must have three to five years working experience as an IT Manager or related experience.

Knowledge/Skill/Ability

Excellent interpersonal, organizational, analytical, problem solving, communication, research, and financial and time management skills.

Ability to think and act strategically and appropriately in a political and community service environment, to foster corporate thinking and a positive/enthusiastic customer-service attitude/approach among staff, and to deal courteously and effectively with taxpayers/property owners, developers/builders, elected officials, suppliers, staff, and other departmental/corporate contacts.

Thorough working knowledge of contemporary information technology, and telecommunication systems, applications and practices, municipal functions, emerging technology trends, the Occupational Health and Safety Act, and contemporary business and management practices. Commitment to continuous learning and professional development.

Strong verbal and written communication including presentations and public speaking.

Availability to work flexible hours as may be required for system administration/operations.

Class G Driver's License in good standing and reliable vehicle to use on corporate business.



Preferred Qualifications

(The ideal candidate)

Education (degree/diploma/certifications)

4 Year University degree in Computer Science or equivalent experience.

Experience

Five to seven years' municipal experience in the role of manager, network administrator and developer in an IT department.

Knowledge/Skill/Ability

In addition to the minimum knowledge, skills, and abilities the preferred candidate must also possess:

Excellent knowledge of technical management, information analysis and computer hardware/software systems.

Direct experience in software development.

Project Management Professional designation.



Work Setting

(Description of the work environment and nature of people interactions)

Contacts

Frequency Legend	
Constant – every day for most of the day	Occasional – bi-weekly to monthly
Frequent – daily	Rare – once in a while
Regular – weekly	

Contact	Frequency	Nature of Interaction
IT Analyst	Frequent	Provide daily direction to IT Analyst as it applies to all IT type requests from the Mayor, councillors, CAO, directors, managers and users.
CAO	Regular	Provide updated project progress, such as hardware upgrades, new software, ideas to better service the staff.
City Staff	Frequent	Assisting in new projects, the day to day use of software and providing new strategies as it applies to technology. End-user support.
My IT Network (external colleagues)	Occasionally	Share ideas, harvest new information and compare strategies. Niagara Area Municipal Information Cooperative.
Vendors	Regular	Hardware and Software refresh and following the purchasing policy.

Working Conditions

Consider work environment (i.e., open/shared, enclosed office). Consider any hazards, disagreeable conditions; the requirement to be 'on call' or work extensive overtime

Working mostly in an office environment – time is divided between an enclosed office and meetings and support provided at individual employee work stations. Office time is subject to frequent interruptions to provide support in other locations.

Travelling from City Hall to all municipal sites more or less every two weeks.

The nature of the position requires regular after hours' work (overtime) to provide network support services when users are not accessing IT systems.



Accountability & Initiative

Independent Decision Making

List examples of decisions made or duties performed without reference to your supervisor or subsequent checks.

Organise, budget and evaluate all upgrades for City hardware including desktops, switches and servers. Create an overall strategy for the wide area network including connectivity of all City buildings through routers and fibre. Centralized servers at City Hall to save on money and maintenance. Virtualised servers to save money and provide faster service to the staff. Created Disaster recovery site at the Port Colborne File Hall and Niagara College in Niagara on the lake. Designing and implementing the LAN, local area network and WAN, wide area network, for the new Operations Centre. Investigate in place procurement agreements such as OEMC

Consultative Decision Making

List examples of decisions made or duties performed which require consultative approval from your supervisor.

Annual budget, wifi access at city buildings, technology success stories such as independent email boxes for large projects, web content filtering, councillor requests, security policies for computers and buildings along with all visionary ideas.

Decision Making Guidelines

What guidelines, standards of practice, procedures manuals, etc. govern your decision making and actions.

Purchasing policy, timeline restrictions and immediate response to IT emergency questions and situations.

Financial Accountability

State any financial responsibility held by this position and list amount (e.g. Budget preparation, monitoring and/or control, petty cash, purchasing/signing authority, financial analysis, financial control etc.)

Budget preparation, spending control within budget and overall health of the system. Predicting for the next year to fulfil the requirements and the expectations of the corporation.



Physical Skill and Effort

(Describe both physical skill and effort necessary to perform the job)

Physical Skill

Physical Effort

*Legend

N/A = Not applicable **Occasional**= Up to 30% **Frequent** = Up to 80% **Constant** =Over 80%

Demands	Duration
Minimal Exertion – a variety of sitting, standing, walking	Frequent
Moderate Exertion – some climbing, extensive walking	Occasional
Heavy Exertion – constant standing and/or walking; pushing/pulling	N/A
Lifting and carrying large computer components such as servers, printers, etc. Typical weight of a server is approximately 30 lbs, UPS is about 40 lbs and switches around 8 to 10 lbs,	Occasional
Keyboarding	Frequent
Intensive visual concentration -(e.g., reading reports, data analysis)	Frequent
Intensive listening concentration (e.g., interviews, taking minutes)	Occasional
Intense mental concentration – (e.g., assessment, reporting, problem solving, collaboration)	Frequent

***Describe the physical activities associated with the job (e.g., lifting, carrying, pushing, pulling, and stretching in the boxes above.



Position Classification

(Where this position fits)

Position Title: Manager of Information Technology	Division: IT
Department: CAO	Classification: Management
Positions Supervised Directly: IT Analyst	Reports to (Direct): CAO
Effective Date:	Positions Supervised Indirectly: N/A
Salary Grade:	Revision Date:
	Hours per Week: 35

Organizational Chart

List the reporting relationship of this position to others within the immediate department.

