Department: Corporate Services

Division: Information Technology

Reports to: Director of Corporate Services and Recreation/Treasurer

Supervises: Business Systems Analyst, IT Analyst, GIS Analyst, IT Student

Position Objective/Summary

In accordance with the City of Port Colborne's (the "City") strategic plan and in compliance with City policies and procedures the Manager of Information Technology will be responsible for

providing vision and leadership for the development and implementation of information technology initiatives. Reporting to the Director of Corporate Services and Recreation/Treasurer, the Manager will be a hands-on Manager, responsible for managing GIS and IT staff to ensure all corporate IT and GIS needs are met.

Duties include but are not limited to

is responsible for providing vision and leadership for the development and implementation of information technology initiatives. As a hands-on Manager, duties include but are not limited to:

- Lead a team comprised of a Business System Analyst, an IT Analyst and a GIS Analyst to successfully implement, support and improve enterprise IT applications as well as partner with City staff to identify and deliver on strategic IT opportunities to transform City services
- Manages human and financial resources for the teams as well as analysis, design, and implementation of corporate business systems, enterprise applications and GIS systems
- Ensure timely and client focused resolution of issues as they relate to Enterprise systems and business applications
- Developing and enforcing Information Technology policy and procedures, including those for architecture, security, standards and service provision within the spatial, database, business and administrative systems realm
- Overseeing all applications and systems management function including installation, migration, security, configuration, resource monitoring, reporting, trouble shooting and user training
- Ensure quality assurance in application services and systems sustainment including production and change control, disaster recovery and business continuity planning
- Ensure that development projects meet business requirements and goals, fulfill end-user requirements, and identify and resolve systems issues

- 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.

- Ability to maintain cloud-based programs with a strong understanding of todays need for security and establishing enhanced cyber security protocols.
- Identify opportunities for the appropriate and cost-effective investment of financial resources in IT systems and resources, including staffing, sourcing, purchasing, and in-house development
- Assess and communicate risks associated with IT investments
- Develop, track, and control the information technology annual operating and capital budgets
- Develop business case justifications and cost/benefit analyses for IT spending and initiatives
- Coordinate and facilitate consultation with stakeholders to define business and systems requirements for new technology implementations
- Ensure continuous delivery of IT services through oversight of service level agreements with end users and monitoring of IT systems performance
- Ensure IT system operation adheres to applicable laws and regulations
- Define and communicate corporate plans, policies, and standards for the organization for acquiring, implementing, and operating IT systems
- Direct development and execution of an enterprise-wide IT disaster recovery and business continuity plan
- Keep current with trends and issues in the IT industry, including current technologies and prices
- Promote and oversee strategic relationships between internal IT resources and external entities, including the government, vendors, and partner organizations
-

Requirements

- Graduation from a four (4) year University program in Computer Science or equivalent professional IT Certifications, such as: Microsoft MCSA/MCSE or VMware VCP.
- Minimum five (5) years in progressively responsible positions related to information technology management
- Knowledge of new and emerging technologies and best practices and an understanding of how they may benefit the City
- Experience leading large teams, ideally within a unionized environment
- Superior analytical, evaluative, and problem-solving skills, as well as exceptional service orientation, is necessary
- Strong written communications skills are required
- Effective communicator who is able to connect complex technical solutions to emerging or existing business opportunities
- Working knowledge of a wide variety of computer programs and applications is necessary, plus the ability and skill to perform the duties as outlined herein within a reasonable time
- A valid class G Ontario driver's Licence is required during the course of employment