

## Job Description

## Manager of Information Technology

### POSITION SYNOPSIS AND PURPOSE

(A position overview and how it aligns with corporate strategies)



The Manager of Information Technology (IT) plays a critical role in driving the technological advancement and operational efficiency of the Region of Queens Municipality. Reporting to the Chief Administrative Officer, this position is responsible for overseeing the planning, implementation, and management of all information technology systems and infrastructure within the Municipality. The Manager of IT ensures that technology resources are aligned with the strategic goals of the Municipality, supporting everything from day-to-day operations to long-term planning and innovation.

This role involves independently managing the Municipality's IT infrastructure, ensuring systems are secure, reliable, and scalable. This position coordinates with consultants and third-party providers to meet the Municipality's technology needs when needed. Additionally, this position advises senior management on technology trends and innovations to enhance service delivery and support the Municipality's mission. By leveraging external expertise and taking a proactive approach, the Manager of IT plays a key role in advancing the Municipality's technological capabilities and operational efficiency.

### MAJOR RESPONSIBILITIES

(Position activities and allocation of time spent doing each activity)



Description	Approximate Time Spent (%)
<p><b>Technology Management</b></p> <ul style="list-style-type: none"> <li>Oversee the administration and maintenance of all municipal technology systems, including key platforms such as SAP, MapInfo, Microsoft Office 365, SCADA, Audio Visual equipment, telephony and network infrastructure. Ensure systems are secure, reliable, and up-to-date.</li> <li>Provide technical support to all municipal staff, ensuring access to functional hardware and software. Deliver training to maximize the effective use of technology and promote a secure IT environment.</li> </ul>	<p>45%</p>

Description	Approximate Time Spent (%)
<ul style="list-style-type: none"> <li>• Manage the acquisition, deployment, and disposal of IT equipment, ensuring compliance with the Municipality’s technology upgrade and replacement program.</li> <li>• Implement and manage security protocols, including data protection, password management, and remote access through VPNs, ensuring continuity of operations and protection against breaches.</li> </ul>	
<p><b>IT Administration</b></p> <ul style="list-style-type: none"> <li>• Identify opportunities for technological improvements and make recommendations for the annual IT budget, aligning investments with the Municipality’s strategic goals.</li> <li>• Create and maintain guides, manuals, and documentation to ensure consistent IT operations and support succession planning. Facilitate knowledge transfer and training for future staff.</li> <li>• Collaborate with municipal departments, external agencies, and consultants to align IT initiatives with broader organizational objectives and to share expertise.</li> <li>• Prepare and present detailed reports on IT initiatives, performance metrics, security risks, and strategic recommendations to senior management and Municipal Council, ensuring informed decision-making and alignment with the Municipality’s goals.</li> </ul>	35%
<p><b>Compliance and Risk Management</b></p> <ul style="list-style-type: none"> <li>• Ensure all IT operations comply with software licenses, provincial and federal laws, including those related to information storage, privacy, and data protection. Monitor for changes in regulations and adapt policies as necessary.</li> <li>• Draft and implement IT policies that align with municipal regulations and license agreements. Continuously review and update software licenses, domains, and certificates to prevent service disruptions.</li> <li>• Develop and manage business continuity plans to minimize the impact of power outages, data breaches, or other catastrophic events. Ensure the Municipality’s IT infrastructure is resilient and data recovery processes are in place and tested.</li> </ul>	20%

**\*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.

## MINIMUM QUALIFICATIONS

(Must Have)



### **Education (degree/diploma/certifications):**

- Bachelor's Degree in Information Technology, Computer Science, or a related field.
- Certifications such as ITIL, PMP, or relevant Microsoft/Cisco certifications are preferred.

### **Experience:**

- 5 years of progressively responsible IT experience, including leadership roles.
- Experience in managing IT infrastructure, including networks, servers, and data security.
- Proven experience in project management and IT systems implementation.

### **Knowledge/Skill/Ability:**

- Strong knowledge of IT systems, networking, cybersecurity, and data management.
- Ability to build, lead, and mentor a high-performing IT teams and working groups, fostering a collaborative and positive working environment.
- Skilled in overseeing IT projects from inception to completion.
- Excellent verbal and written communication skills for interacting with stakeholders.
- Strong analytical skills for troubleshooting complex IT issues.
- Experience in managing IT budgets and optimizing costs.
- Excellent relationship-building, communication and interpersonal skills.
- Effective problem-solving and trouble-shooting abilities.
- Skilled in managing organizational change, particularly in implementing new technologies and processes.
- Ability to align IT strategies with the organization's goals, ensuring technology supports long-term objectives.
- Excellent interpersonal skills to maintain positive relationships with internal and external stakeholders.
- Ability to quickly adapt to new technologies and evolving business needs.
- Competence in handling IT crises with a calm and strategic approach, minimizing downtime and maintaining service continuity.
- Clean criminal record check, satisfactory to the Municipality.



**Contacts and Nature of Interactions**

Frequency Legend			
<b>Constant</b> – every day for most of the day		<b>Occasional</b> – bi-weekly to monthly	
<b>Frequent</b> – daily		<b>Rare</b> – once in a while	
<b>Regular</b> – weekly			
Contact (Title)	Internal / External	Frequency	Nature of Interaction
Chief Administrative Officer	Internal	Frequent	Strategic IT planning, reporting, and decision-making.
Department Heads and Managers	Internal	Frequent	IT support, project updates, and collaborative planning.
Vendors/Suppliers	External	Regular	Procurement of IT services, software, and hardware.
External Consultants	External	Occasional	Consultation for specialized IT projects and upgrades.
Finance Department	Internal	Frequent	Budget planning, financial reporting, and procurement.
End Users	Internal	Constant	IT support, troubleshooting, technological solutions to improve process or efficiency, and training.
Cybersecurity partners	External	Regular	Security audits, incident response coordination, and updates.

Interactions with contacts are generally courteous and collaborative, although occasional exposure to rudeness or conflict may occur.

## Work Demands

### This position spends approximately:

- [90]% of the time indoors
- [5]% of the time outdoors
- [5]% of the time driving a vehicle during work

### Physical effort:

- Sitting for long periods of time
- Long periods of continuous computer usage
- Lifting hardware
- Bending and crawling under desks to set up physical workstations.

### Mental effort:

- Multitasking and managing competing priorities
- High concentration during system troubleshooting
- Continuous focus on complex problem-solving

### Hours of work:

- Regular office hours with the ability to work some evenings and weekends depending on needs.

### Work Location:

- On-site (100% of work performed on-site)
- Hybrid (Combination of on-site and remote work)
- Mostly Remote (Most time spent working remotely with limited time spent in the office)

Note: Mostly remote positions are required to attend regularly scheduled team meetings, training, and collaboration opportunities on-site. Appropriate notice will be provided.



**Independent Decision Making:**

- High independent decision making.
- Prioritize IT projects and resources within organizational strategic and operational goals.
- Develop and enforce IT policies.

**Financials and Budget:**

- Costs and sources technological equipment and provides recommendations on purchasing decision.
- Manage IT budget and optimize spending.
- Evaluate and approve technology purchases within spending limits and policies

**Confidential Information:**

- Access to confidential information as it relates to contracts, user group information and other information stored on the Municipality's IT network.
- Protect sensitive data and ensure compliance.
- Manage access controls and cybersecurity measures.

**Creativity and Ingenuity:**

- Innovate IT solutions for organizational challenges.
- Implement new technologies to enhance efficiency.
- Identify new strategies and tactics to achieve project implementation and utilization success

**Leadership, Supervision and Functional Advice**

**Employees this role manages or supervises:**

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**Functional advice this role may provide and to whom it is provided:**

- Ongoing technological advice and support to user groups.
- Liaises with suppliers and contractors on the technological needs of the Municipality.

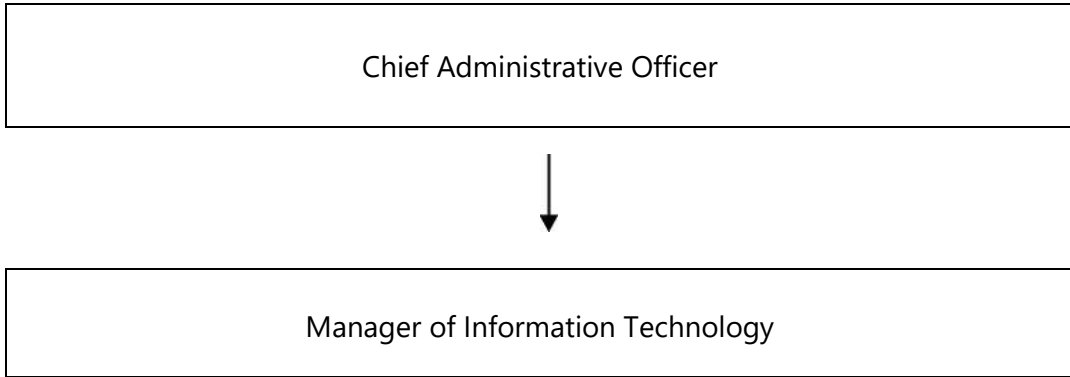
**POSITION CLASSIFICATION**  
(Where this position fits)



<b>Position Title:</b> Manager of Information Technology	<b>Division:</b>
<b>Department:</b> Administrative Services	<b>Classification:</b>
<b>Positions Supervised Directly:</b>	<b>Reports to (Direct):</b> Chief Administrative Officer
<b>Salary Grade:</b> Grade 5	<b>Positions Supervised Indirectly:</b>
<b>Hours per week:</b> Regular business hours	<b>Work Location:</b> Administrative Office
<b>Effective Date:</b> June 1, 2024	<b>Revision Date:</b> September 8, 2024

**Organizational Chart**

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



**APPROVAL**

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**Director Approval:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**CAO Approval:** \_\_\_\_\_

**Date:** \_\_\_\_\_