

**ESQUIMALT
POSITION DESCRIPTION**

Position No.: 129
Effective Date: March 2015
Reviewed: August 1, 2017

Position Title:	Information Technology Manager
Department/Division/Section:	Information Technology
POSITION FUNCTION Reporting to the Director of Finance, the Information Technology (IT) Manager is responsible for the planning, provisioning and overall management of the Township's computer, network and telephony services. This includes operating a help desk to provide technical support; purchases and training for Township staff; assessing, recommending and implementing technologies to improve business functions; and maintaining and upgrading existing technologies, applications and infrastructure.	
KEY DUTIES <ul style="list-style-type: none">• Plan, direct and manage the daily operations of the Information Technology department.• Direct, supervise and develop IT staff.• Develop and recommend policies and procedures for the information technology implementation, use, maintenance and security.• Administer and coordinate information technology security, data backup/disaster recovery and business resumption procedures.• Recommend information technology related training for the organization and coordinate delivery of that training.• Administer and coordinate systems for supplying technical support and establish user support procedures to assist in solving technology problems.• Coordinate strategic planning and budgeting for all information technology and telephone systems.• Manage IT projects as required to provide IT support and systems across the organization.• Coordinate the work of outside consultants to provide specialized troubleshooting or technical support for projects.• Ensure an IT work plan is in place for the department and organization that serves to forecast future needs and strategies for effective IT service now and into the future.• Establish and manage key partnerships and contracts related to technology use.• Oversee municipal network standards for the computer hardware, network wiring, network operating system and networked software applications.• Coordinate the acquisition and installation of new software and hardware, as well as oversee emergencies, preventative maintenance on the system, and system audits.• Maintain an inventory of hardware and software.• Oversee IT operating budget.• Network with other IT professionals.• Perform related duties as required.	

INDEPENDENCE

Work is generated through established procedures, corporate initiatives, IT strategic planning or as assigned by supervisor.

Work is conducted with a high degree of autonomy and is reviewed by supervisor through verbal discussions and reports.

Issues which deviate from established policies, procedures, budgets and bylaws are discussed with supervisor.

WORKING RELATIONSHIPS

- The Information Technology Manager reports to the Director of Finance and supervises two members of the IT team.
- Work is generated by the Director of Finance, operational needs and the Manager's own initiative.
- The Manager liaises with directors, managers, employees and outside agencies concerning IT services and initiatives.

WORKING CONDITIONS

Physical Effort:

- Normal

Mental Effort:

- Meet multiple requests for service. (continuous)
- Meet multiple deadlines. (continuous)
- Deal with complaints and negative comments. (often)
- Short periods of intense concentration while problem solving and writing reports. (frequent)

Visual/Auditory Effort:

- Focus on VTD screen for long periods of time. (frequent)
- Listen and respond to public presentations for short periods. (frequent)

Work Environment:

- Office.

KEY SKILLS AND ABILITIES

Promote, incorporate and role model the Township's four core values into all program activities:

Accountability – we acknowledge and take responsibility for our actions, decisions, and policies.

Integrity – we practice high standards of ethical behavior and open communication that inspire trust.

Respect – we foster an environment of fairness where people are valued and treated with dignity.

Service – we strive to meet community needs and achieve high-quality results through teamwork, innovation, and creativity.

- Experience managing computer hardware and software in a networked environment.
- Experience managing telecommunication systems.

- Experience within a Windows server environment.
- Experience supervising or directing staff, both directly and indirectly responsible to the position.
- Strong communication and interpersonal skills.
- Strong customer service skills.
- Strong project management skills.
- Excellent problem solving ability.
- Excellent research and analytical ability.
- Experience managing a budget and creating proposals.
- Flexible work approach.

QUALIFICATIONS

Formal Education, Training and Occupational Certification:

- Completion of Degree in related field.
- Continuous education in business and information technology.
- Current and valid Class 5 B.C. Driver's Licence.

Experience:

- Minimum of 5 years of related experience, with managerial and/or supervisory experience or an equivalent combination of education and experience.

OTHER

- Length of time to become familiar with job duties and responsibilities: 1 year