

# Manager, Information Technology

Permanent Full-Time

**Salary:** \$89,389 - \$106,427/yearly



Elliot Lake offers an exceptional quality of life, a low cost of living and an ideal work-life balance. The area's combination of outdoor opportunities, community organizations, sports, healthcare, low crime rate, natural wilderness and diverse economy help contribute to a great place to live and work!

An exceptional opportunity is available for an experienced **Manager, Information Technology** to join our IT team. This is a versatile generalist role with a range of responsibilities including ensures the stability, security, integrity, and efficient operation of the in-house information systems that support core organizational functions.

## Key Responsibilities:

- **Network Support & Security:** Monitor, maintain, and optimize network performance, resolve complex issues, and ensure the implementation of security measures.
- **Infrastructure & Application Management:** Support the deployment and maintenance of technology infrastructure across physical, virtual, and cloud environments to ensure seamless operations.
- **Strategic Security Operations:** Contribute to the development of security frameworks, conduct risk assessments, and ensure the organization adheres to established security policies.
- **Customer Service & Stakeholder Relations:** Manage service requests, provide technical support, and enhance customer service across multiple communication channels.

## Qualifications:

- A 2–3-year college diploma in Computer Science/Engineering or a related field.
- Certifications such as Net+, CCNA/CCNP, and VMWare are considered assets.
- At least five (5) years of relevant IT experience, with a background in systems or network administration. Supervisory or leadership experience is an advantage.
- In-depth knowledge of network administration, security tools, and protocols.
- Strong problem-solving and analytical abilities.
- Hands-on experience with Microsoft, Datacenters, VMWare, SAN/NAS, and firewall systems.
- Strong communication skills, with the ability to mentor junior staff and work independently.

## Why Join Our Team?

- Gain exposure to a wide array of projects and departments, enhancing professional development.
- Build relationships across the organization and influence decisions that drive the IT strategy forward.
- Contribute to optimizing and securing critical IT systems and infrastructure.

To view the full job posting please go to our website at <https://www.elliottlake.ca/en/city-hall/jobs.aspx>

**Closing date: February 26, 2025** (applications will be screened, beginning February 12, 2025)

In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, a request for accommodation will be accepted as part of the hiring process. If you require accommodation, please contact HR.

**The City of Elliot Lake thanks all applicants. Only those selected for interviews will be contacted.**

**THE CORPORATION OF THE CITY OF ELLIOT LAKE  
POSITION DESCRIPTION**

<b>POSITION:</b>	Manager, Information Technology (IT)
<b>DATE PREPARED:</b>	December 09, 2024
<b>REVISION DATE:</b>	January 22, 2025
<b>REPORTS TO:</b>	Director of IT
<b>DEPARTMENT:</b>	Information Technology

**JOB SUMMARY**

Reporting to the Director of Information Technology, this is a versatile generalist role with a range of responsibilities including ensures the stability, security, integrity, and efficient operation of the in-house information systems that support core organizational functions. This is achieved by monitoring, maintaining, supporting, and optimizing all networked software and associated operating systems. Oversees the day-to-day activities of junior staff.

**QUALIFICATIONS**

**Education and Training**

- Minimum two (2) or three (3) year College Diploma in a related discipline (e.g. Computer Science/Engineering, network design, database design and maintenance, IT systems security and maintenance)
- Net +, CCNA/CCNP, MCSE and VMWare certifications are considered an asset

**Key Experience**

- Minimum five (5) years of related Information Technology experience as a systems or network administrator
- Two (2) years of experience in a supervisory or leadership role is considered an asset.

**KEY SKILLS AND RESPONSIBILITIES**

**Network Support** - Providing maintenance and support services for communications networks.

- Monitors network operations to optimize performance.
- Assists with planning, installation, maintenance, and acceptance of network components and services, aligning with service expectations, standards, and security requirements.

- Ensures network support requests are handled according to set standards and procedures.
- Drives the adoption of tools and processes for effective operational management and delivery, ensuring security considerations are addressed. Maintains procedures and documentation. Investigates and resolves complex network problems. Tracks operational issues and reports to stakeholders.

**Infrastructure Operations** - Provisioning, deploying, configuring, operating and optimizing technology infrastructure across physical, virtual and cloud-based environments.

- Provides technical knowledge to optimize the performance of the technology infrastructure.
- Drives the adoption of tools and automated processes for effective operational management and delivery.
- Assists with the planning, installation, maintenance and acceptance of new and updated infrastructure components and infrastructure-based services. Aligns to service expectations, security requirements and other quality standards.
- Ensures operational procedures and documentation are current and effective, tracks and addresses operational issues and reports to stakeholders.

**Information Security (Strategic)** - Defining and operating a framework of security controls and security management strategies.

- Provides advice and guidance on security strategies to manage identified risks and ensure adoption and adherence to standards.
- Contributes to development of information security policy, standards and guidelines.
- Obtains and acts on vulnerability information and conducts security risk assessments, business impact analysis and accreditation on complex information systems. Investigates major breaches of security and recommends appropriate control improvements.

**Security Operations** - Managing and administering security measures, using tools and intelligence to protect assets, ensuring compliance and operational integrity.

- Oversees security operations procedures, ensuring adherence and effectiveness, including cloud security practices and automated threat responses.
- Reviews actual or potential security breaches and vulnerabilities and ensures they are promptly and thoroughly investigated. Recommends actions and appropriate control improvements.
- Ensures the integrity and completeness of security records, ensuring timely support and adherence to established procedures.
- Administer authorized changes to user accounts, permissions and access rights.

**Customer Service Support** - Managing and operating customer service or service desk functions.

- Monitors service delivery across multiple channels and analyses performance data.

- Contributes to the development and implementation of service standards and procedures. Provides technical and procedural guidance to team members.
- Identifies trends in customer inquiries and service issues, recommending process improvements

**Continuity Management** - Developing, implementing and testing a business continuity framework.

- Contributes to the development of continuity management plans.
- Identifies information and communication systems that support critical business processes.
- Coordinates the planning, designing and testing of contingency plans

**Application Support** - Delivering management, technical and administrative services to support and maintain live applications.

- Maintains application support processes and checks that all requests for support are dealt with according to agreed procedures.
- Uses application management software and tools to investigate issues.

**IT Asset Management** - Managing the full lifecycle of assets from acquisition, operation, maintenance to disposal.

- Applies tools, techniques and processes to create and maintain an accurate asset register.
- Produces reports and analysis to support asset management activities and aid decision-making

**Stakeholder Relationship Management** - Systematically analyzing, managing and influencing stakeholder relationships to achieve mutually beneficial outcomes through structured engagement.

- Deals with problems and issues, managing resolutions, corrective actions, lessons learned and the collection and dissemination of relevant information.
- Implements stakeholder engagement/communications plans. Collects and uses feedback from customers and stakeholders to help measure the effectiveness of stakeholder management.
- Helps develop and enhance customer and stakeholder relationships.

**Performance Management** - Improving organizational performance by developing the performance of individuals and workgroups to meet agreed objectives with measurable results.

- Forms, maintains and leads workgroups and individuals to achieve organizational objectives.
- Delegates objectives and responsibilities. Sets quality, performance and capability targets aligned with organizational goals.

- Monitors performance and working relationships and provides feedback to address individual issues. Encourages skill development in line with team and personal goals. Adjusts workload, targets and team capacity to support individual growth

**Sourcing (Procurement)** - Managing, or providing advice on, the procurement or commissioning of products and services.

- Develops business cases that outline potential benefits, options for achieving these benefits through new or modified processes, and related business risks. Maintains project plans and ensures consistent, accurate communication with the Director of IT and relevant stakeholders
- Prepares pre-qualification questionnaires and bid/tender invitations in response to business cases.
- Applies standard procedures and tools to produce detailed evaluation criteria for bids/tenders and to evaluate bids/tenders.
- Researches purchasing requirements and obtains quotes for services and equipment.

**Budgeting and Forecasting** - Developing and managing financial budgets and forecasts to enable effective decision-making and resource allocation.

- Performs specified tasks in the budgeting and forecasting process, including data analysis and report preparation, using standard methods.
- Identifies and resolves routine budgeting and forecasting issues.
- Communicates budget and forecast information to relevant stakeholders.

### **OTHER RESPONSIBILITIES**

- Coordinates and/or provides training for other staff members in hardware/software troubleshooting, printers, network maintenance and design. Required to assure satisfactory performance level in existing and new application programs.
- Oversees the work of contractors as required to ensure that projects are progressing as planned and keeps IT Director informed of any changes within the scope of project and budget.
- Maintains a thorough working knowledge of the City's health and safety policies & procedures and their role as a Supervisor.
- May act in the absence of the Director of IT. In emergency cases such as network outages, repairs, billable consulting services and hardware purchases, the IT Manager would consult with and or report to the CAO for authorizations.
- Other related duties as assigned.

### **Other Experience and Knowledge**

- Proven experience and technical knowledge of current messaging and collaboration systems software, protocols and standards, including Microsoft Exchange, Mobile Device management solutions, SQL-server and Microsoft Dynamics GP.

- Strong working knowledge of patch management and change control practices
- Experience in a network architecture role within a complex systems environment including experience designing and implementing wide area network
- Expert knowledge of Microsoft, Datacenters, VMWare, Enterprise Backup solutions and Virtualization software.
- Hands-on knowledge of firewalls, intrusion detection systems, anti-virus and spam filtering software, data encryption
- Strong knowledge of TCP/IP and network administration/protocols
- Knowledge of storage technologies such as SAN or NAS
- Experience installing, configuring and maintaining of server hardware and associated network equipment
- Excellent organizational, analytical and problem-solving skills
- Superior customer service, communications (both oral and written) and interpersonal skills to deal with staff and the public.
- Ability to work independently and prioritize work based upon business needs, balance conflicting demands of stakeholders
- Ability to maintain a high degree of professionalism and confidentiality.
- Requires a valid Class "G" Ontario Driver's Licence for travel to staffed locations and some unmanned areas, such as tower locations.
- Knowledge of applicable Federal and Provincial legislation and related regulations, including those on safety

### **Leadership Responsibilities**

- Leads and mentors junior staff, providing guidance and support in their professional development, while not holding direct supervisory responsibilities.

### **Working Conditions:**

- Ability to work hours outside of the standard workday and attend meetings / callouts on occasion.
- Capacity to manage constant visual attention and mental concentration with frequent interruptions; position requires some modest physical effort e.g. lifting equipment weighing up to 15 kilograms, periods of standing, climbing ladders to address cabling, wireless mounts on outside of buildings etc.