Township of
ESQUIMALT

POSITION TITLE:	Manager of Information Technology	POS. NO:	129
DEPARTMENT & DIVISION:	Finance and IT / Information Technology	EFFECTIVE DATE:	March 2015
REVIEWED OR AMENDED DATE:	Reviewed – February 14, 2025	APPROVED BY:	Director of Financial Services and Information Technology

POSITION FUNCTION

Reporting to the Director of Financial Services and Information Technology, the Manager of Information Technology (IT) is responsible for the planning, provisioning and overall management of the Township's computer, network, and telephone services. The manager leads and supervises three members of the IT team; oversees operation of a help desk to provide technical support; coordinates purchases and training for Township staff; assesses, recommends and implements technologies to improve business functions; and maintains and upgrades existing technologies, applications, and infrastructure.

KEY DUTIES

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 information technology implementation, use, maintenance and security.

Administer and coordinate information technology security, data backup/disaster recovery and business resumption procedures.

Recommend and coordinate delivery of information technology related training for the organization.

Responsible for the support and operation of Township's facilities security, access control, and alarm systems, ensuring the safety and security of all staff and assets.

Oversee the design, implementation and maintenance of video surveillance systems.

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, wiring, operating system and software applications.

Coordinate the acquisition and installation of new software and hardware, as well as oversee emergencies, preventative system maintenance, and system audits.

Maintain an inventory of hardware and software.

Oversee IT operating budget.

Network with other IT professionals; liaise with senior management, employees and outside agencies concerning IT services and initiatives.

Perform related duties as required.

KNOWLEDGE, KEY SKILLS, AND ABILITIES

Model the Township's core values in all program activities.

Experience managing computer hardware and software in a network 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/professional 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