



Job Description

Manager of Information Technology

Job Title: Manager of Information Technology
Department: Corporate Services
Reports to: Director of Corporate Services

General Accountability:

This position is a management and technical position that is responsible for all aspects of service delivery related to Information Technology (IT). The Manager works in a team environment to provide operational support, guidance and direction to the County's staff with regard to the use of electronic technology.

Job Duties:

- Technical responsibilities include network design, capacity planning, deployment and operational support for local and wide area networks both wired and wireless including support for the IP telephone system.
- Recommend, schedule and perform network improvements, upgrades and repairs.
- Oversee servers including email, print, file, virtual, backup and other servers and their associated operating systems and software.
- Plan, migrate, deploy and maintain information and network security including firewalls, anti-virus systems, intrusion detection systems, back-up systems, and service patches.
- Acquire, deploy and maintain hardware and software and software licensing.
- Design, deploy and administer servers.
- Ongoing administration of the Information Technology system including optimizing technology, providing ongoing system administration, maintenance, upgrades and installation.
- Coordinate and assists with implementation of process decisions on program activities relating to: recovery standards and implementation, technology improvements, hardware and software implementation.
- Develop, coordinate and deliver technology training and education material to the organization.
- Provide support and advice to senior administration and Council regarding municipal application of IT trends and solutions involving various cloud, software and hardware solutions as well as system improvement opportunities.
- Responsible for establishing the business centre's daily work priorities and maximizing the use of team resources.

- Provide leadership and advice to technical staff within the department while assisting with technical tasks as required.
- Perform management duties including hiring, training, performance feedback, mentor and coach Information Services staff.
- Develop and prepare annual operating and capital budgets in accordance with the policies of Foothills County.
- Develop, implement and maintain policies, procedures and associated training plans for network resource administration, including the IT disaster recovery plan.
- Remain up to date on system and technology developments. Monitor and report progress of program development to management.
- Provide guidance and direction for integrating technologies with County building systems such as security, intrusion, fire monitoring, etc.
- Other duties as assigned.

Job Skills:

This position requires strong organizational, written and verbal communication skills. You will be detail oriented with excellent interpersonal skills to work with staff members and external contacts to determine needs, design, develop, implement and maintain solutions and/or upgrades to information systems and recommend and implement procedures to ensure that resources are properly utilized. You need the ability to take initiative, be independent, resourceful, work under pressure and meet deadlines.

Job Qualifications:

- A college diploma in Computer Sciences or related field with a minimum of 5 years of relevant experience.
- Cisco Certified Network Associate (CCNA) Accreditation.
- CompTIA Network+ Certification.
- Experience in designing and managing mid-size local and wide area networks.
- Microsoft Certified Professional focusing on Microsoft Active Directory and Windows Server Infrastructure including MS SQL, MS Exchange & MS HyperV.
- VMware ESXI experience would be considered an asset.
- Thorough knowledge of personal computer operating systems, applications and networking technology.
- Proficiency in Citrix servers, Windows 7 & 10, as well as MS Office 2016 and Office 365.
- Familiarity with Great Plains Dynamics, Worktech, Avanti, ESRI and Apple products would be considered an asset.
- Supervisory and municipal experience would be an asset.
- A valid class 5 driver's license is required as travel to off-site locations may be required. Some after hours work may be required.
- Physical job requirements may include: climbing ladders, heavy lifting, sitting at a desk and other IT related requirements from time to time.