JOB DESCRIPTION
IT Manager

Department	Digital Services	**Reports To**	Director of Communications & Digital Services
Directly Supervises	IT Technicians		
Indirectly Supervises	N/A		
Union	Exempt		

POSITION SUMMARY:

Under the direction of the Director of Communications & Digital Services, or designate, the IT Manager is responsible for the leadership, planning, administration, and continuous improvement of the City's information technology services and operational technology (OT) environments. The position oversees technology strategy, cybersecurity, infrastructure, business systems, service delivery, capital planning, technology governance, vendor management, and staff supervision. The IT Manager works collaboratively with departments across the organization to ensure technology investments support operational needs, strategic objectives, service delivery, and long-term organizational resilience.

KEY DUTIES PERFORMED:

1. Provide leadership, supervision, mentorship, and performance management for Information Technology staff.
2. Develop and implement strategic technology plans, priorities, policies, standards, and procedures to support organizational objectives.
3. Lead the planning, development, administration, and continuous improvement of the City's technology services, infrastructure, cybersecurity program, and operational technology environments.
4. Develop and manage departmental operating and capital budgets, including lifecycle replacement programs and long-term technology planning.
5. Oversee the delivery of technology services, service levels, and support operations to ensure effective, reliable, and user-focused service delivery.
6. Lead the planning and implementation of major technology initiatives, projects, system upgrades, and digital transformation activities.
7. Oversee cybersecurity governance, risk management, security awareness initiatives, incident response planning, and organizational resilience efforts.
8. Oversee business continuity, disaster recovery, backup, and recovery strategies to protect critical technology systems and services.

9. Establish and maintain effective relationships with vendors, contractors, managed service providers, managed security service providers, telecommunications providers, and technology partners.
10. Lead technology procurement activities, including solution evaluations, requests for proposals, contract negotiations, and vendor performance management.
11. Provide strategic advice and recommendations to senior leadership related to technology investments, business systems, cybersecurity risks, and emerging technologies.
12. Work collaboratively with departments to identify business requirements, improve operational efficiency, and implement technology solutions that support service delivery.
13. Oversee the administration and governance of enterprise applications, cloud services, infrastructure systems, communications technologies, and operational technology environments.
14. Support records management, privacy, information management, and regulatory compliance initiatives as they relate to information technology systems.
15. Monitor technology trends, industry best practices, and emerging risks and opportunities and provide recommendations for continuous improvement.
16. Prepare reports, presentations, business cases, policies, and recommendations for senior leadership and Council as required.
17. Participate in emergency management planning, incident response activities, and business continuity initiatives.
18. Perform other related duties as assigned.

HEALTH AND SAFETY RESPONSIBILITIES:

Supervisors are responsible for helping to maintain a safe and healthy workplace and for ensuring the safety of the employees they lead. In this role, you are expected to:

- Take reasonable care to protect your own health and safety and the health and safety of others.
- Follow all Occupational Health & Safety (OHS) policies, procedures, regulations, and instructions.
- Perform your work according to established safe work practices and use required personal protective equipment and safety devices.
- Avoid unsafe behaviour that could put yourself or others at risk and ensure you are fit for work and not impaired.
- Report unsafe conditions, hazards, damaged or missing safety equipment, or violations of safety rules.
- Ensure that all employees under your direct supervision are informed of identified workplace hazards and have received the necessary training and education to perform their work safely.

- Establish safe work procedures, instruct employees in those procedures, correct unsafe practices and conditions, and enforce health and safety rules and policies.
- Participate in incident investigations and ensure corrective actions are implemented.
- Set a positive safety example for employees to follow.
- Consult and cooperate with workplace safety committees and safety representatives.
- Cooperate with WorkSafeBC Officers and others carrying out safety duties as required.

NOTE: The duties listed are not set forth for the purpose of limiting the assignment of work and are not to be construed as a complete list of the duties normally to be performed under a job title or those duties temporarily performed outside the normal line of work.

REQUIRED KNOWLEDGE, ABILITIES & SKILLS:

1. Five (5) years of progressively responsible experience in an information technology environment, including supervisory, leadership, or project management responsibilities.
2. Degree or diploma in Information Technology, Computer Science, Information Systems, Business Administration, or a related discipline, or an equivalent combination of education and experience.
3. Thorough knowledge of information technology service delivery, infrastructure, cloud services, cybersecurity, telecommunications, enterprise applications, and operational technology environments.
4. Knowledge of strategic planning, budgeting, procurement, contract administration, project management, and organizational change management practices.
5. Knowledge of business continuity, disaster recovery, risk management, cybersecurity governance, and technology lifecycle planning principles.
6. Ability to lead and develop staff, manage performance, and foster a collaborative and customer-focused team environment.
7. Ability to analyze complex issues, evaluate alternatives, and make sound operational and strategic recommendations.
8. Ability to manage multiple priorities, projects, budgets, and competing organizational demands.
9. Ability to communicate effectively, verbally and in writing, with staff, departments, vendors, senior leadership, elected officials, and external stakeholders.
10. Ability to maintain confidentiality and exercise a high degree of professionalism, judgement, and discretion.
11. Ability to interpret and apply organizational policies, regulatory requirements, contracts, and technology standards.
12. Possess and maintain a valid Class 5 Driver's Licence.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS:

1. Experience working within local government or other public sector organizations.
2. Experience leading enterprise system implementations, ERP projects, digital transformation initiatives, or major technology modernization projects.
3. Experience overseeing cybersecurity programs, business continuity planning, and operational technology environments.
4. Experience managing vendor relationships, professional service agreements, procurement processes, and technology contracts.
5. Relevant certifications in project management, IT service management, cybersecurity, cloud technologies, leadership, or related disciplines.
6. Experience developing strategic plans, business cases, governance frameworks, and technology policies.
7. Demonstrated commitment to continuous learning, innovation, and service excellence.