



Municipality of the County of Annapolis

Information Services

Position Job Description: **Manager of IT**

Position Overview:

The Manager of IT ensures the streamlined operation of IT infrastructure and services in alignment with the organization's strategic objectives. The incumbent provides leadership in business service delivery and plans, coordinates, directs, and delivers IT support to all County departments. The manager is also responsible for approving expenditures and overall budget planning and management for the IT department.

Job Responsibilities:

- Day-to-day supervision of contractors, consultants, suppliers, vendors and IT support staff as required
- Responsible for recording , editing and web posting Committee of the Whole/ Municipal Council meetings
- Identify and track best practices and trends/advances in the information technology field for possible application by the municipality
- Day-to-day maintenance of the web hosted environment systems including coordinating with the host provider
- Coordinate with the executive team for a long-term Information Technology plan for the municipality
- Inform management on technology and solutions to facilitate business process improvements
- Act as project lead (when assigned) on municipal-wide improvement projects
- Provide technical problem solving assistance regarding communications, information technology and telecommunications applications, hardware, networks, supporting technology and workflow design to various departments (e.g., SAP, SCADA, Neptune (water meter reading)
- Develop and implement ongoing user training to ensure that the municipality delivers all benefits from its IT investments
- Provide support and leadership for website maintenance
- Network administration for the municipality (including supervision of consultants as required)
- Analyzes and advises on procurement of computer and network hardware and software
- Auditing and ensuring network security and back-up / redundancies of corporate information
- Preparation and maintenance of a disaster recovery / business continuity plan
- Preparation and submission of the annual budget (capital and operating) for IT services; participation as required in the review and approval process with council
- Development and recommendation of new or revised policies and standard operating procedures relating to IT services

- Develop and maintain a contact network with contractors/suppliers, information technology professionals in the field and counterparts in other municipalities.
- Any other reasonably related duties as assigned by Director

Essential Criteria and Competencies

Minimum qualifications include:

- B.Sc. in Computer Science or an Advanced Diploma in Computer Technology
- Five years' experience in a similar role, preferably in a municipal setting
- Up-to-date practices in information/data security and confidential access
- Current techniques as applied to municipal administration and operations for systems re-start, disaster recovery and virus protection
- Current trends in hardware, peripherals, networking and related equipment pertaining to systems applications and their integration.
- Knowledge of principles and techniques for applications development, software customization and software interfaces.
- Knowledge of pre-packaged/ off the shelf systems software pertinent to municipal operations
- Strong organizational and time management skills
- Ability to interact with co-workers, council and public in a positive and professional manner
- Excellent leadership skills that inspire and motivate staff to perform at their best
- Exceptional conflict management, decision making, analytical, planning and coaching skills, as well as strong oral and written communication skills
- Ability to handle confidential information; familiarity with procedures to secure such information in municipal files/ data system

Competencies:

- **Values Diversity** -Valuing Diversity is the ability to understand and respect the practices, customs and values of other individuals and cultures. Diversity is beneficial to the organization and community. It applies the ability to work effectively with a wide cross-section of the community representing diverse backgrounds, cultures and socio-economic circumstances, and divergent goals.
- **Communication** - Communication is effective, timely, and relevant exchange of information that is respectful of the diversity of people, and the geography and working environments of our employees. It includes receiving information, listening, understanding and responding openly and effectively in interactions with others. It also implies this information is processed into actions.
- **Citizen Services** - Implies a desire to help or serve others in a courteous and respectful manner and with the goal of meeting their needs. It means focusing one's efforts on discovering, meeting and balancing the needs of citizens, residents, elected officials, internal colleagues, or anyone that the person is trying to help. This involves recognizing that municipal employees are providing services and information to those who have rights and obligations (taxpayers and residents).
- **Achievement Motivation** - Focuses efforts on working well and / or competing against a standard of excellence while achieving high quality results.
- **Work Safety** - Employees have a responsibility to take all reasonable and necessary precautions to ensure their health and safety and that of anyone else who may be affected by their work or

activities. This includes adhering to safe practices and standard operating procedures established to reduce risks. Failure to do so is grounds for disciplinary action in accordance with the County's policies regarding managing unsatisfactory performance.

- **Duty of Loyalty** - As a representative of the County of Annapolis, every employee has a legal obligation to avoid acting in a manner that's contrary to the County's interests. This includes refraining from public criticism of the County's practices or personnel, as well an obligation to maintain confidentiality. Failure to do so is grounds for disciplinary action in accordance with the County's policies regarding managing unsatisfactory performance.

Direct Reporting Hierarchy

- Reports to: Director of HR and Legislative Services
- Supervising others: Yes

Working Conditions

- Office Environment
- Required to work with Management, Staff, Council, citizen members and residents of the County of Annapolis.

CERTIFICATION

<hr/> Employee Signature <hr/> Printed Name Date I certify that I have read and understand the responsibilities assigned to this position.	<hr/> Manager Signature <hr/> Manager Name Date I certify that this job description is an accurate description of the responsibilities assigned to the position.
<hr/> Chief Administrative Officer's Signature Date I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.	

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.