



THE CORPORATION OF THE COUNTY OF WELLINGTON

Office of the CAO Department
Information Technology Division

Requires an

Information Technology Operations Manager

Reporting to the Director of Information Technology (IT), the Information Technology Operations Manager is responsible for managing the operational delivery and support of all corporate applications and technology infrastructure including voice and data networks, datacenters, servers, email services, and end-user computing. This senior IT position plays a key role in establishing and maintaining applications and technology to ensure the effective and efficient delivery of County services.

The minimum qualifications for this position include:

- Four-year university degree in Computer Science or a related field.
- Minimum five years of experience or equivalent in a multi-server, multi-location environment.
- Strong technical knowledge of computer network infrastructure: server hardware, server software, security solutions, internet, end-user computing, telecommunications, wireless, Internet Protocol (IP) telephony, data storage, virtualization, and data centre facilities.
- Extensive experience with application selection / development, implementation and support experience.
- Experienced in administration of Windows Server, SQL Server, SharePoint and Exchange.
- Experience with high availability systems and remote access technologies.
- Effective leader, able to motivate staff and provide guidance on strategic, tactical, technical and service delivery matters for a group of IT professionals.
- Project management experience.
- Knowledge and experience with IT Service Management and Project Management best practices.
- A valid driver's licence (minimum G2 Class) and access to a reliable vehicle.
- All new or rehired employees must provide proof of full vaccination against COVID-19 and agreement of the County of Wellington vaccination requirement, prior to commencing employment.

This position offers a comprehensive benefit package and a salary range of: \$105,723.80 - \$123,687.20 (2022 Non-Union Compensation Grid), based on a 35-hour work week.

Applicants are invited to submit a cover letter and resume, clearly marked **Posting #071-22 by Tuesday, February 22 at 4:00 pm.**

ATTENTION: HR DEPARTMENT, County of Wellington Administration Centre, 74 Woolwich Street, Guelph ON N1H 3T9. E: careers@wellington.ca or F: 519.837.8882. Please respond by one method of application only. **No phone calls please.** Personal information in relation to the recruitment and hiring process is collected under the authority outlined in the Municipal Freedom of Information and Protection of Privacy Act.

The County is an equal opportunity employer. Accommodation for disabilities is available for all parts of the recruitment process. Applicants must make their needs known in advance.





COUNTY OF WELLINGTON

POSITION DESCRIPTION

Title: Information Technology Operations Manager	Reports to: Director of Information Technology
Department: Office of the Chief Administrative Officer – Clerk's Office	Positions Supervised: 12 +
Effective: November 2006	Revised: January 2019

BASIC FUNCTION:

Reporting to the Director of Information Technology (IT), the Information Technology Operations Manager is responsible for managing the operational delivery and support of all corporate applications and technology infrastructure including voice and data networks, datacenters, servers, email services, and end-user computing. This senior IT position plays a key role in establishing and maintaining applications and technology to ensure the effective and efficient delivery of County services.

PRINCIPAL RESPONSIBILITIES:

Under the guidance, supervision, and direction of the Director of IT, the IT Operations Manager has the following duties and responsibilities:

- Plan, evaluate, monitor, maintain and enhance the configuration and deployment of all information technology systems and assets to ensure and maintain a reliable, responsive, and secure technology infrastructure.
- Plan, organize and manage staff to ensure the delivery of effective and efficient enduser support.
- Review and analyze existing application effectiveness and efficiency, and develop strategies for improving or leveraging these systems.
- Establish and administer the corporate technology disaster recovery and resumption plan, ensuring alignment with Service Continuity Plans.
- Ensure data and applications are backed up, stored and recovered efficiently.
- Develop and implement short and long-term plans to ensure infrastructure capacity meets existing and future requirements.
- Manage and ensure effectiveness of security policies, procedures and solutions (including firewalls, anti-virus solutions, and intrusion detection systems)
- Oversee the delivery of projects using standard project management practices and methods.
- Conduct research and provide recommendations on products, services, protocols and standards required to support all infrastructure efforts.
- Identify, document, recommend and implement improvements to processes and procedures to enhance the efficiency of IT operations within the department.
- Maintain the inventory of IT assets, applications and configurations.
- Negotiate with vendors and suppliers to secure technology products and services.
- Manage IT Operations staff, including establishing and monitoring individual and departmental goals and objectives.
- Conduct annual performance reviews to develop a motivated and skilled team.

- As a member of the IT Management Team, works collaboratively to achieve common goals and positive results.
- Work with the Director of IT in the development of the annual operating budget and the five year capital forecast.
- Perform other duties as assigned.

PROBLEM SOLVING RESPONSIBILITIES:

- Work with a wide variety of users and customers to develop and document operational procedures.
- Troubleshoot and solve complex network and server challenges.
- Analyze service requirements and implement technology solutions to support the efficient and effective delivery of those services.

CONTACTS:

- Internal: County employees at all levels.
- External: software and hardware vendors, consultants as required, peers at other municipalities.

MINIMUM QUALIFICATIONS:

- Four year university degree in Computer Science or a related field.
- Minimum five years of experience or equivalent in a multi-server, multi-location environment.
- Strong technical knowledge of computer network infrastructure: server hardware, server software, security solutions, internet, end-user computing, telecommunications, wireless, Internet Protocol (IP) telephony, data storage, virtualization, and data centre facilities.
- Extensive experience with application selection / development, implementation and support experience.
- Experienced in administration of Windows Server, SQL Server, SharePoint and Exchange.
- Experience with high availability systems and remote access technologies.
- Effective leader, able to motivate staff and provide guidance on strategic, tactical, technical and service delivery matters for a group of IT professionals.
- Project management experience.
- Knowledge and experience with IT Service Management and Project Management best practices.
- A valid driver's licence (minimum G2 Class) and access to a reliable vehicle

SKILLS AND COMPETENCIES:

- Leadership and human relations skills in order to direct, develop, and motivate staff
- Superior customer service and communication skills □ Able to organize and manage priorities.
- Able to set and meet project deadlines.
- Able to work well with personnel of differing levels of computer experience and in different service fields.
- Excellent investigative and reasoning skills
- Excellent communication and customer service skills.

OTHER:

- Location: County of Wellington Administration Centre, 74 Woolwich Street, Guelph; flexibility of location may be required.
- Some travel to various locations throughout the County required.
- Hours of work: Monday to Friday, 35 hours per week; flexibility of hours may be required.
- Some overtime will be required.