



Director of Information Technology Services POSTING 202361

Reporting to the Commissioner of Corporate Services, this position oversees Information Technology Services, providing leadership, management and coordination of:

- the corporate technical infrastructure
- the project portfolio of technology projects for the corporation
- the application portfolios for the corporation
- service delivery to the user community as per the established agreements
- planning, design and implementation of ITS operational improvements
- Cyber Security protections for the corporation

In addition, the Director of Information Technology Services will work closely with decision-makers to identify, recommend, develop, implement and support cost- effective technology solutions to enhance operations at the business unit and corporate levels. The Director of Information Technology Services will also assist the Director of Human Resources in developing appropriate training programs to introduce new technology and keep technical skills fresh.

Accountabilities:

- Manage all functions within the Information Technology Services division, including compliance with statutory requirements and corporate policies and practices related to customer service, human resources and financial management.
- Ensure a high degree of service for both internal and external customers, in accordance with Town standards and the established service level agreements
- In consultation with Information Technology Services staff and with reference to the Corporate Technology Strategic Plan, establish yearly goals related to the IS functions, and contribute to the development of the annual Corporate Services Business Plan, ensuring completeness, accuracy, and alignment with Council's strategic priorities
- Monitor and report on progress with respect to Information Technology Services goals and the advancement of the Corporate Technology Strategic Plan
- Develop, participate in and manage the recruitment, coaching, staff development, and health and safety of staff in the Information Technology Services division; ensure that staff are scheduled so as to provide appropriate coverage
- Deliver ITS functions efficiently and effectively through the adoption and promotion of a continuous improvement culture

- Represent the Town's Information Technology Services interests through local, regional and other government and agency networks
- Provide updates and support to the Senior Management Team and Council on ITS matters as needed
- Prepare reports for Committees of Council/Council for approval by the Commissioner
- As part of the established rotation, serve as the Acting Commissioner
- Assist the Commissioner with any special projects and perform all other related duties as assigned

Information Technology Services Functions

- Provide guidance to departments regarding Information Technology Services including areas related to communications technologies, desktop and specialized software, hardware, and the corporation's technical infrastructure
- Oversee the provision of end-user services including the Helpdesk and technical support services
- Develop, implement, review and refine Information Technology Services policies and procedures, including those related to technical architecture, cyber security, disaster recovery, standards, purchasing and service delivery
- Utilize the Corporate Technology Strategic Plan (CTSP) as the guiding document for ITS activities; oversee updating of the plan as required
- Recommend technology and system architecture to align with the CTSP and deliver on high priority business requirements
- Chair the Corporate Technology Steering Committee and ensure a fair and comprehensive review of project proposals for resourcing and prioritization
- Define and communicate project activities, service level agreements and resource allocation to the Senior Management Team, department leads, support staff and end users
- Benchmark, analyse and make recommendations for the maintenance and improvement of the IS infrastructure and systems
- Prepare annual operating, capital and capital forecast budgets for the ITS Division and monitor to ensure expenditures are within budget
- Oversee the development of bids for all hardware and software upgrades, review bids for compliance with requirements and make recommendations on the award
- Manage the negotiation and administration of vendor and consultant contracts and other service agreements
- Authorize and oversee the deployment, monitoring, maintenance, development and support of all hardware and software based on the corporation's needs
- Direct research on potential technology solutions and/or the new approaches to procurement and implementation
- Interact with other municipalities, government agencies, and public as required to facilitate the ITS program

Qualifications:

- University degree with courses related to information technology or equivalent.
- 10 years of progressive experience in a municipal or related environment
- 7 years in a management position in a municipal or related environment
- Proficient in managing all aspects of Information Technology Services, including the planning and enhancement of the ITS infrastructure, technical project management and ITS policy development
- Extensive experience with systems design and development from business requirements analysis through to day-to-day management; demonstrated ability to leverage technology in effectively solving business problems
- Good understanding and technical knowledge of corporate networks, PC operating systems, hardware, protocols and standards
- Experience with Cyber Security concepts, tools and processes for managing a corporate Cyber Security program
- Proven leadership skills and knowledge of human resources practices, and ability to coach and motivate staff
- Strong commitment to external and internal customer service
- Strategic thinker with the ability to articulate and turn concepts into action.
- A clear communicator, both verbally and in writing, with an ability to translate complex technical concepts
- Highly organized, with an ability to multi-task and prioritize
- Demonstrated logical approach to research and interpretation
- Meticulous attention to detail and accuracy
- Able to respond to conflict effectively
- A continuous improvement mindset
- Able to work collaboratively and promote effective teamwork
- Demonstrated skills of tact and diplomacy and the ability to maintain a high level of confidentiality

Compensation:

The salary for this position (35 hours per week) is \$133,481-158,906 per annum. Occasional evening or weekend work, as necessary.

Location:

This position is hybrid based on the needs of the business, in accordance with the Town's Work from Home Policy, and as subject to change. This position will also require some flexibility in the incumbent's availability and work schedule.

Application:

Qualified candidates may submit a detailed cover letter and resume as a single document, sent in confidence to the Town by 4:30 p.m., October 27, 2023. Please quote Posting No. 202361 on your cover letter. Please apply using only one method of application below.

Email: humanresources@haltonhills.ca

[Submit a Job Application](#)

We thank all those who apply, but advise that only those applicants selected for an interview will be contacted. The Town of Halton Hills is an equal opportunity employer. Accommodations are available for all parts of the recruitment process. If contacted for an interview, please advise the Human Resources staff of any measures you feel you need to enable you to be assessed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.

Personal information is collected under the authority of the Municipal Act, 2001 (S.O. 2001, c.25) and will be used to select a candidate. Questions about this collection should be directed to the Director of Human Resources.

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