



# FULL-TIME MANAGER OF DIGITAL WORKPLACE & SERVICE DELIVERY (INFORMATION TECHNOLOGY) COMPETITION NO.: ITD-2024-03



<b>Posting Date:</b>	November 6, 2024	<b>Closing Date:</b>	November 22, 2024
<b>Department:</b>	Information Technology	<b>Hours per Week:</b>	35 hours per week
<b>Benefits Entitlement:</b>	Yes	<b>Pension Entitlement:</b>	Yes – Employer Matched Contributions
<b>Salary Level 109:</b>	\$107,635 - \$134,543 (2024)	<b>Union:</b>	Non-Union

## Position Summary

Reporting to the Chief Information Officer (CIO), the Manager of Digital Workplace & Service Delivery, will play a pivotal role in the implementation of digital transformation, network and legacy infrastructure maintenance, and the IT help desk and technical support function of the City and its Agencies, Boards and Commissions. The Manager leads a team dedicated to technology, infrastructure, digital workplace including digital tools and cloud strategy/migration and corporate technology service management, governance, transformation and risk management. The Manager also leads the team towards a collaborative and performance-based culture, implementing transformative change, and delivering high-quality technology services throughout the City based upon the foundation of continuous improvement and security awareness.

## Duties

- Review internal technology initiative application processed to ensure they align with strategic vision, business processes and tactical planning;
- Manage the inventory, procurement, distribution and maintenance of IT technology assets (computers, phones, peripherals, network equipment, etc );
- Review performance of IT systems to determine operations costs, productivity levels and update requirements;
- Provide network support and perform troubleshooting to resolve various WAN/LAN interconnectivity issues;
- Assist with integration of the Corporation's network assets into cloud-based services and technologies;
- Assist various departments to maintain network security and configure remote devices, connections and security appliances and provide engineering support;
- Work closely with the CIO to set direction for technology operations, infrastructure, digital workplace and service management team;
- Assist the CIO in strategic allocations for corporate investments in value-added initiatives aligning with the corporate strategic objectives;
- Provide operations and strategic planning, including business requirements, projects planning and organization and negotiating the allocation of resources;
- Manage the technical support and help desk function and operations to ensure timely and effective resolution of user issues and service requests;
- Assist in development of Disaster Recovery / Business Continuity plans;
- Support on-call staff as required;
- Other duties as assigned.

## Qualifications

- Two-year Community College Diploma in Computer Studies or equivalent computer-related training;
- Minimum of four (4) years related experience including three (3) years of supervisory experience, managing a unionized work force;
- Must possess a current ITIL Foundation certification;
- Certificate in CompTIA Network+, Cisco Certified Network Associate (CCNA), Fortinet Network Security Expert (NSE) and/or Juniper Networks Certified Associate - Junos (JNCIA-Junos) would be considered an asset;
- Demonstrated knowledge in network hardware operations and maintenance;
- Demonstrated knowledge in information systems security;
- Advanced knowledge of Microsoft Office Software;
- Strong analytical, asset management and decision-making skills;
- Strong interpersonal skills with the ability to communicate effectively in a project environment;
- Strong leadership skills with the ability to manage and mentor;
- Able to obtain and maintain a security clearance.

## How to Apply

To apply for this position, applications must be received by the Human Resources Department no later than **4:00 pm** on the closing date of **November 22, 2024**.

**Via Email** [human\\_resources@timmins.ca](mailto:human_resources@timmins.ca)

*The City of Timmins is committed to providing a safe and supportive workplace where diversity, equity and inclusion are at the core of how we conduct business. As part of this commitment, we will ensure that persons with disabilities are provided reasonable accommodations throughout the recruitment and selection process, in accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. Personal information provided is collected under the authority of The Municipal Freedom of Information and Protection of Privacy Act. We thank all applicants for their interest; however, only candidates under consideration will be contacted.*

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