

The County of Dufferin is an upper tier municipality which sits on the fringe of the Greater Toronto Area, about 100 km northwest of Toronto. It is largely a rural county with three urban settlement areas. The region is well known for its rivers, rolling hills and excellent outdoor recreation opportunities. The UNESCO World Biosphere Reserve, the Niagara Escarpment and the world famous Bruce Trail, run through Dufferin offering spectacular vistas and hiking opportunities. Home to over 67,000 residents the area boasts fabulous restaurants, shopping and amenities. We are currently recruiting for a:

**(HYBRID) Information Technology Service Desk Manager  
Permanent Full Time**

<b>JOB ID:</b> C78-24	<b>LOCATION:</b> Hybrid & 55 Zina Street, Orangeville
<b>JOB TYPE:</b> Permanent Full Time (Non-Union)	<b>DEADLINE TO APPLY:</b> 4:30 p.m. on November 29, 2024

Reporting to the Information Technology & Geographic Information Systems Manager, the Information Technology Service Desk Manager is responsible for overseeing the day-to-day operations of the IT Service Desk, ensuring high-quality IT support to our organization and to our external partners. The IT Service Desk Manager assumes the role of Acting Manager in the IT & GIS Manager's absence and shares the responsibility for on-call management support. With a commitment to innovation and continuous improvement, this role fosters a culture of excellence and efficiency in IT service delivery. Operating in a support account management capacity, this position fosters strong client relationships within the County and with external partners, delivering expert technical consulting advice on diverse IT matters and initiatives. This role actively engages with municipal partners, advocating for their IT needs and fostering positive relationships. This position assumes a vital role as the primary contact for Tier 1-3 technical support, addressing IT issues and fulfilling requests which requires a combination of technical expertise, leadership skills, and a strong focus on customer satisfaction.

**What we can offer YOU!**

- A competitive hourly wage ranging between \$67.15 – \$78.56 (April 1, 2024 Non-Union Pay Grid);
- Hybrid work arrangements
- Enrolment in our comprehensive health benefits program and defined benefit pension plan
- Access to Perkopolis; discount, reward and benefits program
- Access to an Employee and Family Assistance Program
- Unlimited access to live and interactive webinars offered by the Canadian Centre for Diversity and Inclusion (CCDI)
- A supportive and collaborative work environment.

**What you'll do**

- Foster a customer-centric culture within the service desk team, promoting excellent customer service, effective communication, and empathy.
- Develop and implement service desk strategies, policies, and procedures to optimize service delivery and meet organizational goals.
- Oversee the service desk operations, including incident management, request fulfillment, problem management, and escalation processes.
- Manage and lead a team of IT service desk technicians, providing guidance, mentoring, coaching, counsel, performance management for teammates to support growth, development, and continuous improvement.
- Foster a team environment centered around a shared purpose, integrity, strong relationships built on trust, open communication, and the sharing of expertise.
- Proactively monitor, troubleshoot, and maintain a wide range of end-user computing technologies, such as desktops, laptops, docks, monitors, printers, LAN, phones, mobile devices, operating systems, and software, ensuring their optimal performance.
- Efficiently triage and escalate work requests, promptly assigning open service ticket requests to the appropriate IT personnel.
- Implement and maintain information security practices and policies within the service desk team to ensure the confidentiality, integrity, and availability of information assets.
- Support account management responsibilities with municipal partners, ensuring effective communication, collaboration, and satisfaction with IT services.
- Collaborate with the IT & GIS Manager in jointly managing the on-call rotation schedule, ensuring 24/7 availability for critical IT service desk support.
- Other duties as assigned

## What you'll bring

- University degree in Information Technology (Computer Science) or equivalent education and experience.
- Enrolled in or working towards Leadership and Development Series (LDS) or similar leadership training program.
- Information Technology Infrastructure Library (ITIL) certification at the foundation level or higher, or a similar certification.
- Lean Six Sigma certification (Yellow Belt or above) or equivalent.
- Information Security certification i.e., ISC2, ISACA
- PROSI change management certification
- Associate certificate in IT Management or similar Project Management certification
- Minimum of 5 years of progressively responsible technical experience in IT service management, including a solid foundation in service desk operations, incident management, and ITIL principles.
- Minimum of 5 years of extensive IT experience encompassing security, Windows, servers, web applications, networking, virtualization, redundancy and monitoring, firewalls, storage, and backup and recovery.
- Demonstrated ability to lead and develop a high-performance team, inspiring them with compassion and guidance.
- Strong knowledge of new and emerging technologies, best practices, and methodologies, and the ability to understand how they can benefit the organization and its partners.
- Proficiency in Wide Area Networks, Network Protocols, services (TCP/IP, DNS, SMTP, etc.), Microsoft Active Directory domains, and automated software delivery methods and tools.
- Valid Class G driver's license and access to reliable transportation required
- Suitable work from home environment including reliable high speed internet.

The County of Dufferin strives to provide exceptional customer service to all its residents and visitors. To effectively do so, all positions at the County of Dufferin require a commitment to upholding the County's equity mandate through on-going and mandatory training and examining our day-to-day operations and impacts through an equity lens. Therefore, throughout the selection process, candidates will have demonstrated their ability to be anti-racist, equitable, inclusive, and respectful.

## Ready to apply?

Interested applicants are invited to submit a resume and cover letter before the closing date and time to: [hr@dufferincounty.ca](mailto:hr@dufferincounty.ca)

As an organization, we recognize the value of diverse perspectives and lived experiences, and the importance of creating an environment that embraces and supports these. We are committed to creating and fostering a workplace where all employees feel a sense of dignity and belonging. As such, we seek to attract, develop, and retain highly talented employees with a variety of identities and backgrounds, to better reflect the growing diversity of our region.

We actively encourage applications from members of groups with historical and/or current barriers to equity, including, but not limited to:

- First Nations, Métis and Inuit peoples, and all other Indigenous peoples.
- Members of groups that commonly experience discrimination due to race, ancestry, colour, religion and/or spiritual beliefs, or place of origin.
- Persons with visible and/or invisible (physical and/or mental) disabilities.
- Persons who identify as women; and
- Persons of marginalized sexual orientations, gender identities, and gender expressions.

We value the contributions that each person brings and are committed to ensuring full and equal participation for all in our workplace.

All applicants are thanked for their interest. Those chosen for next steps in the selection process will be advised by December 20, 2024. Information collected will be used in accordance with the Municipal Freedom of Information and Protection of Privacy Act for the purpose of job selection and will not be used for any other reason. Accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.