

Manager of Information Technology Infrastructure and Service Desk

Corporate Services – ITC

Competition #40

Please apply with a cover letter and resume online at: <https://jobbank.brandon.ca/>

Position Conditions: This is a full-time, permanent position of 36.25 hours per week. This position is not part of a collective agreement and is open to all interested parties. The City of Brandon reserves the right to underfill this position.

Rate of Pay: \$89, 308.93 – \$96, 358.92 annually.

Closing Date: 11:59 pm on January 20, 2025.

This competition will include testing and an interview.

PURPOSE OF POSITION

Reporting to the Director of Innovation, Technology & Communications, the Manager of Information Technology – Infrastructure and Service Desk assists the Director in the planning, development, coordination and implementation of the enterprise information systems to support both distributed and centralized business operations. The Manager of Information Technology – Infrastructure and Service Desk will be responsible for the day-to-day operations of the Infrastructure and Service Desk team.

TYPICAL DUTIES AND RESPONSIBILITIES

- Guides the day-to-day operations of the Infrastructure and Service Desk team.
- Ensures the services of the team are aligned with the Departments Strategic Architecture and the City's vision.
- Carries out the action plans associated with Departmental goals.
- Focus on maximizing the first call resolution of service desk tickets and ensuring the service desk is continually improving.
- Ensure the data from the helpdesk tickets is being utilized to improve how we respond.
- Responsible for the infrastructure environment and ensuring the environment is kept current with respect to maintenance and equipment.
- Ensure the infrastructure team is effectively utilized to maximize the value to the corporation.
- Liason with the Manager of Information Technology – Project Management and Application Support to ensure related service desk tickets are addressed in a timely fashion.
- Responsible for but not limited to the following areas:
 - Servers, PCs, client devices
 - Network equipment including fibre and wireless links
 - Storage

- Firewalls
- System software
- Voip and land-line phones
- Cellular devices
- Audio/Video equipment
- Radio equipment
- Establishes and recommends policies, procedures and standards as they apply to the service desk function and hardware architecture.
- Assists the Director in the preparation of the budget and expenditures as they relate to the team.
- Facilitate proper communication in the team, department, as well as with internal and external parties.
- Ensures safe work practices are followed by staff.
- Manages team staff including participating in hiring, coordinating, coaching and leading activities and participating in daily operations.
- In conjunction with the Director, conducts performance reviews on assigned staff.
- Responsible for the development and implementation of training plans for team staff.
- Influences and inspires others to achieve individual and Departmental goals and objectives.
- Promotes teamwork within the Department.
- Builds and maintains harmonious employee relations while guiding and coaching employees.
- Demonstrates a commitment to the organization by actively participating in committees, programs and organizational initiatives.
- Liaises with service users and providers to ensure the delivery of exceptional customer service.
- Consults with users to analyze needs, determine scope and priorities of requirements related to the Infrastructure and Service Desk area.
- Researches and evaluates hardware/software requirements for the Department and Organization and makes recommendations to the Director concerning acquisition.
- Works closely with the Department Director to identify, recommend, develop and implement projects that support business objectives.
- Acts as a project manager for projects assigned by the Director of Innovation, Technology & Communications.
- Prepares RFP's, bid proposals, Contracts, Scopes of Work and other documentation for assigned projects.
- Makes recommendations on products, services, protocols and standards in support of procurement and development efforts.
- Establishes service level agreements with business units and outside vendors.
- Performs the duties of the Director of Innovation, Technology & Communications when required.

NOTE: This description is not intended to limit the assignment of work or be construed as a complete list of the many duties to be performed by the incumbent.

MANDATORY QUALIFICATIONS & EXPERIENCE

- Grade 12, G.E.D, C.A.E.C, or Mature High School Diploma.
- Post secondary diploma, degree or certification from a recognized technical training institute.
- Requires a minimum of 5 years relevant experience in the field of information technology.

PREFERRED QUALIFICATIONS & EXPERIENCE

- Diploma or certification in Service Desk fundamentals would be an asset
- Two (2) years' experience in a supervisory/managerial role would be an asset.
- One (1) year experience being responsible for a service desk would be an asset.

WORK CONDITIONS

The Manager works independently and as part of the team providing support to a variety of people.

- Self motivated and quality driven to perform independent projects (daily).
- Wide variety of tasks requiring ability to manage multiple projects and make independent decisions (daily)
- Work in a shared and consultative manner with other employees (daily).
- May be necessary to travel throughout the City and visit various facilities or work sites in all types of weather conditions (daily).

Please contact HR@brandon.ca for a complete job description

The City of Brandon is committed to an inclusive, barrier free environment and will accommodate the needs of applicants under the Accessibility for Manitobans Act (AMA) throughout all stages of the recruitment and selection process. We thank all applicants for their interest; only those advancing in the competition will be contacted. If contacted to participate in the process, please advise if you require an accommodation. If you are interested in finding out more about the City of Brandon job opportunities as soon as they are posted, please follow us on Facebook or X!