



EMPLOYMENT OPPORTUNITY



Information Technology Manager

Competition No. JP25-021

Internal/External Posting

Duration: Permanent Full-Time
Wage: Starting at \$111,897.00/year plus benefits & pension
Hours of Work: 37.5 hr/week: Monday – Friday 8:00am – 4:30pm
Location of Work: Town of Taber
Close Date: Open until suitable candidate is found

POSITION SUMMARY:

Working under the general direction of the Director of Corporate Services the IT Manager is a member of the Corporate Services Division and is responsible for the selection, maintenance and continuous operation of the Town of Taber's Information Technology infrastructure. This position will require a solid understanding of desktop and network operating systems, computer peripherals, telecommunications, application and network architecture, data cabling, IT security practices, and general IT trends and best practices. The IT Manager will supervise any IT Systems Analysts and IT Help Desk position, as well as coordinating any outside consultants that may be necessary to ensure that the Town's IT infrastructure is maintained. The manager develops and maintains a liaison relationship between IT and internal/external stakeholders, by engaging customers to understand their business operations and services they deliver; and provides consulting and project manager services to deliver technology solutions to complex challenges and assist with planning for the future. The manager is responsible for developing an IT Governance model and implementing processes based on best practices to ensure high levels of customer service, quality and availability.

WORK ENVIRONMENT:

- Work is performed in an office with some work at other Town facilities.
- May be required to work overtime for events, such as systems upgrades or security breaches.

RESPONSIBILITIES:

- Direct and supervise the efforts of assigned staff, consultants and contractors, monitoring content and quality of work assigned to support staff
- Mentor and guide staff. Undertake performance management including discipline as per the Collective Agreement
- Participate in the workplace health and safety program, and ensure the team participates, including monthly worksite and hazard inspections
- Ownership of the Town's IT Infrastructure, including implementation, support, monitoring, patching, documentation, and maintenance. Areas of responsibility include, but are not limited to, networking, servers, virtualization, storage, backups and replication, data centers, public cloud services, and Active Directory
- Ensures that cyber security systems, controls and procedures are operating effectively to manage vulnerabilities, and provide continuous protection from external and internal parties
- Provide a high level of service for the Town of Taber staff including the Taber Police Service, Emergency Service and 911 Center
- Support the Logistics Unit Section for the Town's Emergency Operation Centre (ICS).
- Aligning IT department activities with corporate strategy
- Developing, planning and implementing the objectives of the IT Master Plan and IT Service Level Agreement
- Coordinate and manage changes within the group and the department by integrating change management processes into project, operational and department processes

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- Awareness of the need for change
- Desire to participate and support the change
- Knowledge of how to change
- Ability to implement desired skills and behaviours
- Reinforcement to sustain the change
- Ensuring IT is customer focused, solutions oriented, sustainable and innovative
- Plan, implement, support, document and maintain the following IT Governance, Management and Delivery Processes:
 - Partner Relationship Management
 - Project Portfolio Management
 - Project Management
 - Enterprise Architecture
 - Disaster Recovery and Business Continuity management
 - Asset Management, Vendor Relationship and Contract Management
 - Change Management
 - IT Performance Measures and Reporting
- Ensure departments understand technology solutions, overall delivery, and compliance to governance processes and architecture standards
- Identify and coordinate processes required for effective IT Governance and Management based on Control Objectives for Information and Related Technologies (COBIT) framework
- Lead performance measurement and reporting related to IT services
- Prepare cost benefit analyses for projects and assists business stakeholders in prioritizing projects
- Ensure capacity to deliver on projects and operations (including the use of external consultants)
- Proactively enhance capacity of team by streamlining operations
- Initiate new ideas and trial new processes
- Prepare and update annually a rolling four-year global infrastructure plan, for lifecycle planning to sustain existing infrastructure and support new business solutions, and manage its execution including budgets/forecasts and contract renewals and vendor relationships as they relate to IT in conjunction with the management team
- Follow administrative processes to manage team, operations and projects (e.g. RFL, Approve Time, Procurement Practices)
- Develop and maintain a technology plan and enterprise architecture that supports organizational and operational needs
- IT Portfolio and project processes are implemented and supported by IT, and the organization
- IT Customer/Partner Relationship management processes are maintained and improved in a measurable way
- Alignment of projects with the technology that provides maximum return on investment
- Deliver on agreed upon projects, and governance processes with customers to mitigate disruptions in services, and follow change management and communication processes
- Operations are documented, and knowledge is shared across resources to ensure sustainability
- Resources are allocated effectively to deliver on the business strategy of IT, participate as required on projects, and have the skills necessary to support the organization
- Organizational initiatives are proposed based on future technological requirements and opportunities to leverage technology changes to optimize business operations internally within IT and throughout the organization based on research of industry trends for IT synergies across departments.



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- Operations are customer focused, solutions orientated, sustainable and innovative
- Support the Communications team with the Town's online presence and manage the Live Streaming of Council Meetings
- Maintain an acceptable level of security clearance for access to Town data, Province data and RCMP data
- On-call after hours support is required when needed due to organizational requirements
- Drive to various sites within the Town of Taber to perform the above duties
- Perform other ad-hoc duties as assigned by the Director of Corporate Services as deemed relevant to the position

SKILLS and ABILITIES:

- Communication: Listens to others and communicates in an effective manner that fosters open communication
- Conflict Management: Manages and/or resolves conflicts resulting in effective outcomes
- Decision-making: Makes timely decisions; readily understands complex issues; Develops solutions that effectively address problems
- Performance Management: Establishes performance goals, provides training and evaluates performance
- Building Effective Teams: Builds cohesive teams of people within the organization; Shares wins and successes such that each team member feels valuable and appreciated; Guides teams to establish and achieve goals
- Leading Others: Inspires others' commitment to their work and organizational excellence
- Cares About Others: Shows genuine interest in others and sensitivity to employees' needs
- Drives for Results: Understands what needs to be done and manages priorities appropriately
- Managing a Budget: Proposes, tracks and oversees a budget with an ability to stay within budget parameters and report on a timely basis
- Report writing and business case development: Creates, presents and promotes a business case in clear, concise format
- Project Management: Plans, organizes and delivers on a project with time restraints and defined goals: Motivate and control resources to reach deliverables
- Procurement: Research effective solutions to a given problem; Analyzes and compares costs, benefits and limitations of proposed solutions; Administers purchasing procedures
- Systems Thinking – Process Improvement, Analysis and Design; Recognizes and analyzes the processes that link and affect multiple systems; Finds methods for improving the processes which link multiple systems
- Make team and operational decisions if it is related to an existing corporate/departmental policy and procedure, or approved project. Makes recommendation when the decision could impact all of IT or the corporation and would result in new policies, procedures and projects
- Anticipate future technological requirements and provide direction for new initiatives to leverage technologies throughout the organization
- Plan and deliver on customer requirements and service expectations if based on existing service levels, core services and approved projects. Makes recommendation if decision could result in new service levels, impact core services, impact project scope/resources/timeline, and impact integration with other IT services or impact the financial budget.



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PHYSICAL, MOTOR, AND VISUAL SKILLS:

- Physical Skills Work requires moderate physical strength and effort occasionally, such as lifting approximately twenty pounds, carrying object(s) and stacking them or placing them in a storage area.
- Motor Skills Work requires pulling, pushing, standing, or walking throughout workday.
- Visual Skills Work requires reading and reviewing documents both in paper and electronic form.

MINIMUM QUALIFICATIONS:

- Completion of a degree or diploma in Computer Science, Information Technology, or a related discipline and/or 10 years' experience
- 6+ years of general IT experience
- Proficient skills in technology service center and IT governance best practices
- Strong business orientation with extensive experience (5+ years) in coordinating technology infrastructure services for organizations
- Valid Class 5 driver's license.
- Standard First Aid and CPR/AED or willingness to obtain.
- Ability to provide a clean Police Information Check.

Please refer to the competition number when submitting your resume and cover letter by mail, fax, or e-mail in confidence to:

Human Resources

Town of Taber
4900 A 50 St.
Taber, AB T1G 1T1
Fax: 403-223-5530
hr@taber.ca

We thank all applicants in advance for their interest, however only those applicants who will be interviewed will be contacted.

May 9th, 2025