Norfolk COUNTY

THE CORPORATION OF NORFOLK COUNTY – JOB POSTING

Posting #: NU 37.25

Title: Manager, IT Operations

Number of vacancies: 1

Job Code: 5ISMOP

Status: Permanent Full Time

Employee Group: Non-Union

Wage: $89,748 - $112,186 per annum (under review)

Division: Corporate Services

Department: Information Technology

Reports To: Director, Information Technology

Location: Simcoe, ON (combination of office and remote work as required)

Posting Period: August 1, 2025 – August 18, 2025

How to apply:

Follow the link below for the application process through Google Chrome or Microsoft Edge:

https://apply.workable.com/j/5BDAC0274C

- Ensure the file extension for your resume document is .doc, .docx or .pdf

- If you are electing to include a cover letter, the cover letter and resume must be uploaded as 1 file.

Find out more information about Norfolk County here: Employment at Norfolk County - NorfolkCounty.ca

Basic Function:

Responsible for the planning, implementation, support and oversight of municipal IT infrastructure, including network hardware, telephony, help desk operations, and technology projects. Ensures reliable, secure and effective delivery of IT services.

Knowledge and Experience:

- Three or four year University degree or Community College in computer science or technology studies, or equivalent. In addition to other courses and certifications as changing technology requires.

- Over five years of experience to be familiar with scope of position, or equivalent previous experience

- Two years of experience in project management and/or supervising staff.

Skills and Abilities:

- Valid Ontario driver's license and access to a reliable vehicle.

- Computer expertise in support of Microsoft Windows desktop and server environments.

- Computer expertise in support of identity access management systems (e.g., Active Directory, Entra ID)

- Computer expertise in networking protocols (e.g., TCP/IP, DNS, DHCP, VLANs).

- Computer expertise in support of administering virtualized environments.

- Computer expertise in support of enterprise storage systems and technologies (e.g., SAN, NAS)

- Computer expertise in support of telephony systems, including VoIP infrastructure.

Position Description:

- Lead the design, implementation, and evaluation of all municipal network projects and new technology installations.

- Manage project work plans and adjust as appropriate to meet changing needs.

- Supervise staff responsible for IT help desk, desktop support and municipal IT infrastructure.

- Collaborate with Senior Systems Network Administrator to assess short and long-term infrastructure needs.

- Monitor and report on the performance of municipal IT infrastructure, identify opportunities for improvement and refine targets for future enhancements.

- Oversee all IT operations projects, including managing scope, costs, quality, timelines, and risk.

- Manage all contracted IT operational services provided by outside vendors.

- Maintain all workstations, network hardware and telephony systems, including setup, support and lifecycle management.

- Assist in the development of policies and procedures related to information technology.

- Provide backup support for all information technology functions.

- Promote effective and appropriate use of information technology.

- Provide progress reports at meetings.

- Keep current on changes and innovative technology developments.

- Participate in a rotating on-call schedule with other IT management to provide after-hours support for critical systems and services.

- Perform other duties as assigned.

The Corporation of Norfolk County is an equal opportunity employer. Accessibility accommodations are available for all parts of the recruitment process. Applicants need to make their needs known in advance.

Successful applicants are required to provide the Employer with a current Criminal Record Check, including a Vulnerable Sector where required and verification of education.

Thank you for your interest in this position. Only those to be interviewed will be contacted.