

Director of Innovation, Technology and Communications

Corporate Services – ITC

Competition #126

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.

NOTE: The successful applicants must pass a Criminal Record Check and Background Check.

Rate of Pay: \$129,849.97 to \$140,100.43 annually. (2025 Rate)

Closing Date: Open until filled.

This competition will include testing and an interview.

PURPOSE OF POSITION

The Director of Innovation, Technology and Communications (ITC) provides vision and leadership for developing and implementing innovation and technology initiatives that improve cost effectiveness and municipal service quality, and is responsible for maximizing human, physical and financial resources. The Director of ITC leads the ITC Department in planning, developing, coordinating and implementing enterprise information systems to support both distributed and centralized business operations. The Director of ITC is responsible for Corporation Communications and all corresponding communications channels, including but not limited to Public Service Announcements, Social Media, and video. Looks for new innovative ways to have the communications team engage with the community.

TYPICAL DUTIES AND RESPONSIBILITIES

Management, Administration and Employee Development

- Ensures human resource development in the Department as well as a proper communication with and between employees and promotes teamwork with the Department and with internal and external parties.
- Ensures management style is oriented toward continuous improvement of operational procedures in order to maintain balance between the quality of services and financial restrictions.
- Develops and maintains an appropriate organizational structure capable of supporting the information needs of operating entities through appropriate and cost-effective information technology, including the recruitment, development, motivation, and retention of assigned staff conforming to budgetary objectives and personnel policies.
- Controls the budget and expenditures of the department.

Project Management

- Establishes, implements, develops, and controls best practices for IT project management throughout the organization.
- Creates formal methodologies for defining project key performance metrics and allocating resources.
- Manages the portfolio of ITC projects undertaken by the City in a manner that optimizes the return on investment.

- Mentors junior project managers in the planning, execution and control of projects.

Planning & Service Delivery

- Manage, coordinate and control Department activities including developing and maintaining corporate ITC policies and standards.
- Develop and maintain a City-wide business recovery plan to ensure timely and effective restoration of IT services in the event of a disaster.
- Ensure optimum work organization of network monitoring and operating; set up control and monitor mechanisms for effective technology solutions and ensure integration and proper operation when new solutions are implemented.
- Approve, coordinate and control all projects related to selection, acquisition, development, and installation of major information systems for the City.
- Ensure quality service to end users in needs analysis, solution recommendation, vendor selection, implementation, training and post-installation support.
- Oversees the Corporate Communications messaging and channels used.
- Guides the use of new innovative communications methods to engage the community.
- Develop and maintain the annual operating and capital budgets for the City's information and technology systems operations consistent with established financial guidelines as well as manage capital and assets. Monitors IT activities and costs as related to the overall utilization of resources required to meet operational requirements.

Vendor and Contracts management

- Negotiate IT service level agreements with user organizations and monitor IT systems performance to ensure service levels are being met.
- Maintain contact with IT suppliers and maintains knowledge of current technology, equipment, prices and terms of agreements to minimize the investment required to meet established service levels. Evaluate alternatives, performs appropriate cost benefit analysis, and recommends solutions that minimize cost commensurate with acceptable risks.
- Review hardware and software acquisition and maintenance contracts.
- Develop master purchase or lease agreements for hardware, software, maintenance, and telecommunications services.

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

- Requires post-secondary degree or diploma in, technology, computer science or engineering from an accredited educational institution; an equivalent combination of education and experience may be considered.

PREFERRED QUALIFICATIONS & EXPERIENCE

- Minimum of ten (10) years experience in the management of professional teams.
- Experience in and knowledge of network management and security, in-house and shared or outsourced systems, multiple hardware platforms, cloud-based solutions and integrated information and communications systems.
- Certification as Project Management Professional (PMP) preferred

WORK CONDITIONS

Director of ITC works as part of a management team.

- Works collaboratively with the management team (daily).
- Works in a shared and consultative manner with other employees (daily).
- Will be required to be available outside of normal working hours (frequently).
- Distance travel may be required (occasionally).
- Responsible to the City Manager.

NOTE: The conditions described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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!