Job Title:	IT Solutions Consultant		
Job Opening Id:	43428	**# Required:**	1
Business Unit:	Corporate Services	**Division:**	I.T. Solutions
Location:	Headquarters Campbell West	**Standard Hours:**	35.00 / week
Full/Part Time:	Full-Time	**Regular/Temporary**:	Regular
Salary Grade:	7	**Salary Range:**	$115,940.00 - $136,400.00
Post Date:	2025-09-12	**Close Date:**	2025-09-25

About Us

This position currently falls within our hybrid model, allowing the employee to typically work a minimum of 50% of your time at your regular work location and the other 50% of time at home.

Serving a diverse urban and rural population of more than 475,000, Niagara Region is focused on building a strong and prosperous Niagara. Working collaboratively with 12 local area municipalities and numerous community partners, the Region delivers a range of high-quality programs and services to support and advance the well-being of individuals, families and communities within its boundaries. Nestled between the great lakes of Erie and Ontario, the Niagara peninsula features some of Canada's most fertile agricultural land, the majesty of Niagara Falls and communities that are rich in both history and recreational and cultural opportunities. Niagara boasts dynamic modern cities, Canada's most developed wine industry, a temperate climate, extraordinary theatre, and some of Ontario's most breathtaking countryside. An international destination with easy access to its binational U.S. neighbour New York State, Niagara attracts over 14 million visitors annually, as well as a steady stream of new residents and businesses.

At Niagara Region, we value diversity - in background and experience. We are proud to be an equal opportunity employer. We aspire to hire and grow a workforce reflective of the diverse community we serve. By doing so, we can deliver better programs and services across Niagara.
We welcome all applicants! For more information about diversity, equity, and inclusion at Niagara Region, *Diversity, Equity and Inclusion - Niagara Region, Ontario* or email related questions to diversity@niagararegion.ca. To send input on reducing barriers in the current hiring process, please email myhr@niagararegion.ca

For the Region's full employee equity statement, Working at Niagara Region - Niagara Region, Ontario.
Job Summary

Salary Pending Review

The IT Solutions Consultant is responsible for providing strategic IT advisory services, project management support, and technology solutions that align with corporate and departmental business objectives. This role will manage the intake of IT initiatives, facilitate readiness assessments, conduct technical feasibility assessments, support high-level project planning, and assist departments with capital budget preparation for IT investments. The IT Solutions Consultant will work closely with business units to define IT needs, document requirements, and ensure projects are prioritized and executed effectively.

In addition to advisory responsibilities, the IT Solutions Consultant will lead assigned IT projects, ensuring they are scoped, planned, and delivered in alignment with strategic priorities and adhering to best practices and internal standards. This includes developing project plans, coordinating resources, managing risks, and monitoring progress to ensure successful execution. The role will also monitor and measure key performance indicators (KPIs) to assess IT service performance and customer satisfaction, driving continuous improvement and maximizing business value from IT initiatives.

Education
- Post-secondary degree in Information Technology, Computer Science, or equivalent.
- Professional certification in Project Management (PMP), Business Relationship Management (BRMP), and/or Change Management (CCMP) is preferred.
- Certifications in Senior Business Analysis (CBAP), Lean Six Sigma, or IT Service Management (ITIL) are considered an asset.

Knowledge
- 8 years' experience in IT within multiple functional areas such as project management, systems analysis, infrastructure, and application development. Minimum of 5 years of experience in project management, including planning, execution, monitoring, and successful delivery of IT projects, ensuring alignment with business objectives and stakeholder expectations. Knowledge of municipal technology governance, regulatory frameworks, and technology procurement processes. Experience in Smartsheet and Portfolio Management. Previous experience in a government IT environment is preferred.
- Knowledge of business relationship management (BRM) principles and techniques to foster IT-business alignment.
- Experience gathering and analyzing business requirements to ensure IT solutions align with organizational goals and project objectives. Experience conducting technical feasibility assessments for IT projects, evaluating scalability, security, and compatibility with existing systems and infrastructure. Experience leading change management initiatives, ensuring smooth adoption of IT solutions through stakeholder engagement, communication, and training.

Responsibilities

- Leads and facilitates the intake, evaluation, and prioritization of IT initiatives, working with departmental business partners, IT governance bodies, and leadership to assess strategic alignment, feasibility, and funding requirements. (30% of time)
- Manages the intake of IT initiatives, working with business units to identify, document, and evaluate proposed projects for strategic alignment and business value. Facilitates the creation of intake documentation, including readiness assessments and technical feasibility reviews, to ensure IT initiatives are well-defined, aligned with infrastructure, system, data and security requirements, and feasible for execution.

- Consults with department and divisional leadership in preparing capital budget requests for IT projects by providing guidance on cost estimates, resource requirements, and alignment with corporate IT strategy. Works closely with IT governance bodies (such as the IT Steering Committee) and leadership to ensure intake, prioritization, and funding decisions are data-driven and transparent.
- Provides leadership, advice and guidance to business units to align technology investments, address challenges, drive process improvements, support change management, and ensure IT initiatives comply with internal standards and security policies (30% of time)
- Serves as a strategic partner between IT and business units, collaborating with departmental business partners to align technology investments with operational needs and business requirements.
- Consults with department and division leaders to assess business and/or technology challenges and provides advice on opportunities for improvement.
- Leads change management initiatives related to IT implementations and digital transformation.
- Keeps current and advises on technology trends and best practices to help departments leverage IT solutions for process improvement and service delivery.
- Ensures IT initiatives comply with internal processes, security policies, and standards to support organizational goals and regulatory requirements.
- Fosters and ensures a high degree of collaboration between IT and departmental business partners, advocating on behalf of both parties.
- Establishes and maintains strong relationships with internal and external stakeholders.
- Manages the development and execution of IT projects and procurement activities, ensuring strategic alignment, effective planning, stakeholder collaboration, and compliance with security and technical requirements. (30% of time)
- Leads IT projects, ensuring they are scoped, planned, and delivered in alignment with strategic priorities and organizational objectives. Develops project plans, coordinates resources, manages risks, and monitors progress to ensure successful execution.
- Collaborates with stakeholders to define project requirements, scope, success criteria, and ensure timely project completion.
- Supports IT procurement processes, collaborating with Procurement teams to manage complex IT acquisitions and vendor negotiations. Participates in the creation, administration, and evaluation of IT procurements (RFPs, RFQs, RFIs), ensuring compliance with IT security and technical requirements.
- Monitors IT service performance and customer satisfaction, using KPIs and data analysis to assess effectiveness and drive continuous improvement. (10% of time)
- Monitors and measures KPIs to assess IT service performance and customer satisfaction, identifying trends and areas for improvement.
- Conducts project audits to evaluate IT effectiveness and optimize service delivery.
- Analyzes IT service data to research, develop and recommend new work processes and systems, with a focus on continuous improvement.
- Oversees the lessons learned process by participating in the sessions, follows up on action items to closure and maintains the lessons learned repository.
- Perform other related duties and responsibilities as assigned or required.

Special Requirements

- In accordance with the Corporate Criminal Record Check Policy, the position requires the incumbent to undergo a Criminal Records Check and submit a Canadian Police Clearance Certificate.
- Regional staff strive to enable the strategic priorities of council and the organization through the completion of their work. Staff carry out their work by demonstrating the corporate values.

How to Apply

Regional staff strive to enable the strategic priorities of council and the organization through the completion of their work. Staff carry out their work by demonstrating the corporate values. To view the full job description, requirements and apply on our Careers Site, visit our Careers page - Job Opening **#43428** (https://www.niagararegion.ca/government/hr/careers/)

Uncover the wonder of the Niagara Region and join a team dedicated to meeting tomorrow's challenges, today!

Let us know why you would be an excellent team member by submitting your online application no later than **September 25, 2025,** before midnight by visiting our 'Careers' page at www.niagararegion.ca. We thank all candidates for their interest however, only those candidates selected for an interview will be contacted.