INFORMATION SERVICES MANAGER
-TERM -

West Kelowna is a thriving city that has a rural sophistication appeal and is a haven for outdoor recreation. Sun-soaked lakeshores, agricultural charm, and access to urban jobs and living have made West Kelowna the place to be. We maintain a deep connection with our agricultural roots, and we celebrate the one-of-a-kind character of our community. Build your future with a City who was proudly presented the BC Municipal Safety Association Organizational Safety Excellence Award for leadership, dedication, and diligence in creating a safer and healthier workplace. Join us and grow your career with an organization that supports work-life balance and professional development.

The City of West Kelowna is seeking a highly organized, self-motivated, experienced professional with a strategic mindset to assume the duties of an Information Services Manager. This is a 12-month position to backfill a leave, with a possibility of extension based on organizational requirements.

Position Summary:
The Information Services Manager is responsible for providing strategic leadership, management of the City's IT system and infrastructure. This position leads, coaches, mentors an IT team to achieve business plan goals and link IT and GIS services and programs within the department and across departments to develop processes and optimize capacity. Develop and implement an IT strategy and roadmap to ensure alignment with the organization's business strategy, policies, and standards to deliver on its strategic priorities. Integrate and leverage technology solutions to meet current and future internal business unit and external citizen needs; data integrity, security, and privacy; planning, deployment, and management of IT systems, including network infrastructure, software applications, hardware, telecommunications, and fibre optics. Drive digital transformation that result in strong business solutions that enable system design, implementation, and integration to optimize investment.

Reporting to the General Manager of Corporate Services, the IS Manager is accountable for all aspects of the information technology services portfolio including GIS, application services, technical and client services, information security, project management, and administration. This role requires significant project management acumen and leading many large-scale IT projects including a new Enterprise Resource Planning solution, electronic document and records management system, Microsoft 365, and permitting and licensing management software. Provide strategic options, comprehensive policy advice, briefing papers, reports, recommendations on technology functions, activities, issues, and budget requests. Oversees the development and implementation of the department's operating and capital budgets and participates in and supports other departmental operating areas in developing related budgetary need.

Our Ideal Candidate:
- Bachelor's degree in Information Technology, Computer Science, or a related discipline
- Minimum of 8 years progressive professional and leadership experience in senior IT capacity
- Experience in a municipal government setting leading IT strategy, multiple technology projects, financial and budget administration, and developing and managing KPI's is highly desirable
- Proven experience in researching, evaluating, negotiating, and managing third-party service providers
- Strong ability to manage teams and implement organizational change within the department,
- Leadership, communication, facilitation, and stakeholder relationship management, and presenting technology solutions into easily understood reports to a variety of stakeholders
- Competency in complex analysis of business structure and processes and designing effective and efficient solutions to address business issues
- Knowledge of applicable data privacy practices and laws, and other industry relevant regulations

- Strong understanding of cyber security and enterprise risk mitigation best practices
- Exceptional understanding of effective budgeting models, and establishing and delivering a comprehensive budget for the department and organizational IT requirements
- This position typically works in an office environment but may require occasional travel to various municipal sites
- Ability to assess business challenges and provide innovative IT solutions that drive efficiency
- The role may involve working outside of regular business hours to meet project deadlines
- Valid Class 5 BC Driver's License or equivalent

Applications are accepted online at westkelownacity.ca/jobs. We thank all applicants for their interest; however, only those selected for further consideration will be contacted. We will be contacting applicants who meet our requirements as applications are received and this posting may close ahead of the official closing date if a successful candidate is identified.

Full Time – Term| 35 hrs/wk | Benefits | Municipal Pension Plan
Wage Range: $139,284 - $163,863