
Non Union

Job Title Associate Director of Maintenance
Management Systems

**Job Opening
Id:** 43524

Required: 1

**Business
Unit:** Public Works

Division: Capital Planning and Asset
Management

Location: Regional Headquarters

Standard Hours: 35.00 / week

**Full/Part
Time:** Full-Time

Regular/Temporary: Regular

**Salary
Grade:** 8

Salary Range: \$ 133,450.00 - \$157,000.00

Post Date: 2025-11-10

Close Date: 2025-12-01

ABOUT US

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, email related questions to diversity@niagararegion.ca. To send input on reducing barriers in the current hiring process, please email myhr@niagararegion.ca

Don't have every qualification?

You may be hesitant to apply if you do not have every qualification listed in the posting. While specific qualifications are important for certain roles, we invite individuals from diverse backgrounds and varying levels of experience and education to apply. Our recruiters will evaluate your suitability for the role.

Please note that for unionized roles, we must follow collective agreement requirements. However, we encourage all interested candidates to submit their applications. We believe success in a role can extend beyond meeting every single requirement.

As an employer of choice, Niagara Region offers competitive salaries and benefits, a defined benefit pension plan, a corporate wellness centre, access to the Employee and Family Assistance Program (EFAP), mentorship and training programs, employee recognition programs, and more. In addition, the Region recognizes the value of having flexible work arrangements including hybrid work arrangements to support better work-life balance for our employees. Where operational needs align, and while ensuring business requirements and customer service expectations are achieved, employees may have an opportunity to work within a hybrid model, combining working from home and working in the office.

Job Summary

Salary Pending Review

Reporting to the Director of Capital Planning and Asset Management, the Associate Director of Maintenance Management Systems provides strategic and operational leadership for the Maintenance Management Section. This role oversees maintenance planning, reliability engineering, business solutions, and system administration to ensure the effective management of both linear and vertical municipal infrastructure. By integrating data-driven analysis, reliability-centered practices, and enterprise systems, the position ensures maintenance programs are proactive, standardized, and aligned with corporate asset management priorities. The incumbent fosters strong cross-divisional collaboration, drives continuous improvement, and supports sustainable service delivery across Public Works.

Education

- Post secondary degree in Engineering, Asset Management, or a related discipline. A master's degree is preferred
- An equivalent combination of education, experience and qualifications may be considered.

Knowledge

- Minimum of 7-10 years of progressive experience in maintenance management, asset management, project management, or infrastructure planning, preferably within the public or utility sector.
- Demonstrated experience in leading multidisciplinary teams and complex service portfolios.
- Strong knowledge of industry frameworks and standards, including GFMAM, SMRP and ISO 55001, Reliability-Centered Maintenance (RCM), and risk-based lifecycle planning.
- Experience managing CMMS and enterprise asset management systems (e.g. Hexagon EAM, Cityworks etc.), with an understanding of system integration and data governance.
 - Demonstrated record of strong people leadership, team advocacy, and staff delegation, empowerment and development, along with results orientation.

- Proven ability to lead strategic transformation initiatives, continuous improvement programs, and technology adoption initiatives.
- Excellent written and verbal communication skills; confident, articulate and professional speaking/ presentation abilities, in public and to large groups. Ability to develop and deliver clear, data-driven reports, presentations, and business cases to varied audiences.
- Familiarity with municipal regulatory frameworks and asset-related reporting requirements in Ontario.
- Certifications in Maintenance Management (IAM, NAMS, PEMAC or IPWEA), Asset management, Infrastructure Planning, or Enterprise Resource Management are considered strong assets.
- Knowledge of project management practices, including project development, scheduling, monitoring, and control systems.
- Proficiency in business process improvement.

Responsibilities

Provide direction and leadership of maintenance management programs to align with organizational goals and asset management principles. (25% of time)

- Develop and implement an integrated maintenance management strategy for vertical and linear assets across Public Works that align with lifecycle planning and capital investment.
- Operationalize divisional and corporate objectives into actionable business plans, services standards and performance targets for the Section.
- Ensure alignment between long-term asset lifecycle strategies and operational maintenance plans.
- Lead cross-departmental efforts to integrate risk-based decision-making, reliability principles, and predictive analytics into maintenance operations.
- Guide strategic technology adoption (e.g., CMMS, GIS, decision support systems) to enhance asset performance monitoring and data-driven planning.
- Oversees the development of preventive and predictive maintenance programs, ensuring consistency, compliance, and auditable processes across divisions.
- Oversee backlog management, work order standardization, and scheduling processes to optimize efficiency and service outcomes.
- Drive organizational change initiatives that improve governance, cross-divisional collaboration, and continuous improvement in maintenance practices.

Advance the use of reliability-centered practices to reduce failure risks, optimize costs, and improve asset performance. (25% of time)

- Direct failure mode and criticality analyses (FMEA), root cause analysis (RCA), and condition/performance assessments to identify risks and prioritize investments.
- Establish standards for preventive, predictive, and risk-based maintenance, drawing on SMRP and ISO 55001 principles.
- Oversee monitoring and auditing of maintenance activities to ensure effectiveness, regulatory compliance, and alignment with reliability goals.
- Evaluate and balance operational and financial considerations to achieve optimal cost/risk/reliability outcomes.
- Develop internal capacity in reliability engineering practices, providing expertise and training to divisional staff.
- Promote a culture of proactive maintenance, innovation, and continuous learning across Public Works.

Ensure effective use and administration of CMMS and enterprise systems to support maintenance planning, asset management, and decision-making. (25% of time)

- Oversee CMMS configuration, system administration, data integrity, and integration with corporate platforms.
- Ensures user support is available and coordinates with IT vendors for escalations, upgrades, and enhancements.
- Champion the use of CMMS, GIS, dashboards, and decision-support tools to enhance monitoring, reporting, and transparency.
- Establishes standardized processes for data collection, reporting, and governance to support financial tracking and regulatory reporting.
- Lead the design and implementation of business solutions, performance dashboards, and workflow automation to improve efficiency and decision-making.
- Oversees project management and business analysis services to align cross-divisional initiatives and advance asset management objectives.
- Act as business lead for enabling technologies that support lifecycle asset management, ensuring interoperability with GIS, ERP, and other enterprise systems.

Foster collaborative relationships with internal and external partners to drive alignment and service excellence. (15% of time)

- Act as a liaison between CPAM and operating divisions (Transportation, Waste Management, Water/Wastewater) to ensure shared accountability for maintenance outcomes.
- Collaborate with corporate partners (Finance, IT, HR), to integrate maintenance planning with financial, technological, and workforce strategies.
- Provide expert advice, presentations and briefings to senior leadership, Council, and regulatory bodies on maintenance performance, risks, and investment priorities.
- Represent the organization in inter-municipal and professional forums, supporting benchmarking, innovation, and knowledge exchange.
- Promote a culture of service excellence, collaboration, and transparency across the Section.

Manages people resource planning for the division or operating unit, determining ideal organizational structures, identifying desirable role and skill mix requirements and ensuring ongoing work quality and deliverability of results. (5% of time)

- Enables results with the organization's human capital strategy to foster employee engagement.
- Directs and provides leadership for the activities and coaching of direct reports, providing work direction, setting priorities, assigning tasks/projects, determining methods and procedures to be used, resolving problems, ensuring results are achieved, and managing staff recruitment, performance, and skill development activities.
- Ensures alignment and coordination of activity and quality of output between teams under their direction.
- Ensures focus is service excellence, communication/transparency, innovation, and data integrity and work flow integration.
- Ensures staff has the information and resources to make successful plans and decisions.
- Ensures all people related issues, including recruitment, grievances and labour relations issues, are aligned to HR and Corporate standards and practices.

- Helps to break down barriers to employee success, ensuring collaboration and cooperation with other teams within their division and department.
- Ensures Occupational Health & Safety policies, programs and practices are implemented and maintained. This includes workplace inspections, monitoring, accident reporting and investigations, and ensuring any observed hazards or lapses in the functioning of OH&S processes, and other OH&S concerns are responded to promptly.
- Ensures all individuals under supervision have been informed of hazards and instructed on the necessary risk control and emergency response measures.

Develops, manages and administers annual and multi-year Capital and Operating budgets for the division/operating unit, ensuring support of Council's objectives, financial transparency and accountability, budget adherence, identifying and explaining variances, and financial reporting is effectively managed in compliance with corporate financial policies. Authorize, and administer the acquisition of goods and services for the operating unit and direct reports in accordance with the procurement policy and procedures. (5% of time)

Perform other related duties and responsibilities as assigned or required.

Special Requirements

- Must maintain ability to travel in a timely manner to other offices, work locations or sites as authorized by the Corporation for business reasons.
- 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 **#43524** (<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 **December 1, 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.