

Join the City of Kelowna as our next IT Services Manager and play a pivotal role in shaping a modern, reliable, and people-centred technology environment. In this leadership role, you will lead the City's service desk and IT services functions, ensure high-quality, responsive support while driving continuous improvement in systems, data, and user adoption of new technologies.

You will guide and inspire a skilled team responsible for the technologies our organization relies on every day including business applications, operating systems, desktop and mobile technologies, networks, VOIP, and endpoint security. With a strong focus on service excellence, you will strengthen IT Service Management (ITSM) practices, improve user training and technology adoption, and ensure new solutions are operationalized successfully across the organization.

Working closely with the Cybersecurity and Infrastructure Manager, you will help safeguard the City's technology and data, embedding security and resilience into service delivery. As a member of the IT leadership team, you will contribute to strategic planning, influence enterprise-wide decisions, and champion innovation that enables the City to operate efficiently today while preparing confidently for the future.

Qualifications

- A related post-secondary degree combined with a minimum of 10 years of experience in information technology, including demonstrated people and service management experience.
- Strong knowledge of IT Service Management (ITSM), enterprise applications, operating systems, networks, and end-user computing environments.
- Experience supporting technology projects through sustainment, change management, and user training to ensure long-term value realization.
- A customer-focused mindset with excellent analytical, problem-solving, and communication skills, including the ability to translate business needs into practical technology solutions.
- Proven ability to adapt to evolving technologies, manage competing priorities, and thrive in a fast-paced, collaborative environment.

Help create Kelowna as a *City of the Future*. Our diverse and dynamic team strives to innovate to make things better, work as one team, serve proudly and lead responsibly. Live, work and play in one of Canada's fastest growing cities. Kelowna boasts miles of lake access, public areas and outdoor recreation opportunities, a vibrant downtown and cultural scene, healthy and connected neighbourhoods, and a world-renowned College and University. You're only a quick link to the world via the Kelowna International Airport.

Grow your career in an organization that supports employee work-life balance and career and professional development. This exempt position offers a salary range of \$119,700 to \$139,000, employer-paid comprehensive benefits, an earned day off program, paid vacation and one of Canada's top pension plans.

The City of Kelowna is committed to being an organization that values and reflects its community's diverse population, and to fostering an equitable, inclusive and progressive work environment where everyone can be their authentic self and feels a sense of belonging.

For further information or to apply, please check our website at www.kelowna.ca/careers

Applications must be received by end of day **February 8, 2026**

Applicants not contacted within three weeks of the closing date are thanked for their interest