



Job Title: Manager - IT Delivery (Full-Time)

Competition Number: CORP-11-26	Department: Corporate Services
Posting Category: Open	Division: Corporate Information Technology
Job Type: Full-Time	Affiliation: Non-Union
Site:	Location: CA-ON-Thunder Bay
Min: CAD \$119,721.79/Yr.	Max: CAD \$140,849.21/Yr.
Pay Band: 12	Number of Positions: 1
Effective Date: May 1, 2022	Supersedes Date: NEW
Posted Date: February 13, 2026	Post End Date: February 25, 2026

The **City of Thunder Bay** provides exceptional quality of life to those who live, work, and play in Thunder Bay – a culturally vibrant, economically diverse community with a metro population of over 120,000. Located on the north shore of Lake Superior, under the protective watch of the Sleeping Giant, Thunder Bay is rich in people and resources, and connects Northwestern Ontario to the world. We value our high quality of life and promote a clean, green, beautiful, and healthy community that provides economic opportunity, respects diversity, and provides affordable and safe neighbourhoods that are accessible to all.

The City of Thunder Bay is a place where art, culture and nature come together!

POSITION SUMMARY: Under the direction of the Director – Corporate Information Technology, supports the Information, Digital and Technology Governance Framework through the effective and efficient delivery of corporate wide and departmental Information, Digital and Technology Projects & Services; manages the Project Intake and Section Process, Resource Capacity Management, and Project Management and IT Business Analysis portfolios.

CORPORATE RESPONSIBILITIES:

- Establishes and manages the Corporate Intake, Selection & Prioritization Process for Information Technology Projects; provides consultation, guidance and support to the Information, Digital and Technology Governance (IDTG) regarding project portfolio management for Technology projects.

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- Manages the delivery of both corporate-wide and departmental Information Technology projects, ensuring resource allocation for projects is sufficient, utilizing internal resourcing and drawing upon pre-selected VOR or roster agreements.
- Develops and manages a variety of Information Technology resource rosters through provision of vendor of record (VOR) agreements with Information Technology business partners; negotiates, administers and ensures compliance with all consultant and service provider agreements.
- Communicates and manages project expectations to project managers, owners, sponsors, team members, and other stakeholders; and provides consistence monitoring and reporting for all Information Technology projects and related services.
- Develops and enforces best practices, techniques and tools for project planning, execution, ongoing milestone/deliverable tracking, communication, and key performance metrics.
- Reviews all City of Thunder Bay Information Technology Projects for compliance with IT standards and policies.
- Provides IT business analysis/support to business service owners throughout the Corporation to improve the quality of existing IT services, analyzes business needs and develops IT business processes to facilitate service delivery.
- Collaborates with Corporate/Departmental leaders and IT Governance coordinating groups to define, prioritize and develop Information Technology project proposals for presentation to the Director of CIT and/or the Information, Digital and Technology Governance (IDTG) Committee for review, selection and prioritization.
- Reports on and provides guidance to the Director of CIT and/or the Information, Digital and Technology Governance (IDTG) regarding resource capacity and resource utilization for existing and planned project delivery; researches, recommends and implements a variety of tactics to address capacity requirements.
- Works collaboratively as a member of the IT Architecture Team to define & develop technical IT architecture standards, product lifecycles and roadmaps to ensure sustainability of the City's IT environment; assists in the review of ideas, concepts and proposals for alignment with IT Architecture.
- Acts as a Business Relationship Manager for assigned Corporate Departments, maintaining a partnering relationship with the senior management team within the department on behalf of the CIT Division.

DIVISIONAL RESPONSIBILITIES:

- Participates as a member of the CIT Management Team in the development of strategic initiatives for the Division consistent with the overall City Strategic Plan, the Corporate Digital Strategy, Corporate Services strategic initiatives, projects and priorities.
- Acts for and/or represents the Director, as required.
- Assures compliance with Corporate programs and objectives; takes corrective actions where required.
- Develops and implements work plans and schedules, and takes appropriate action to ensure Section, Division and Department objectives are achieved.
- Ensures accurate Section records are maintained in accordance with corporate policies.
- Participates as a member of the CIT Management Team in the development of Division budgets and long term financial planning
- Participates in Corporate-wide initiatives and cross function teams as required.
- Prepares reports, business cases, and customer surveys and studies, and provides recommendations relating to the implementation of new and existing information systems technology services.
- Maintains effective and cooperative liaison with clients, staff, vendors, suppliers, service providers, and staff in other organizations; maintains a high standard of public relations at all times.

SECTIONAL RESPONSIBILITIES:

- Supervises and coordinates the IT Delivery Section, comprised of the Project Intake & Section, Resource Management, Project Management, IT Business Analysis and IT Governance Support and Reporting.
- Assesses Section staffing needs, makes recommendations on complement amendments and organizational structure, participates in recruitment processes, and makes effective hiring decisions.
- Supervises Section staff including staff development, performance management/review, coaching/mentoring, health and safety, collective agreement administration, discipline and termination decisions.
- Prepares and monitors annual capital and operating budget for the Section, taking corrective action to ensure budget compliance.
- Performs such other related duties as may be assigned.

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QUALIFICATIONS:**Education/Experience:**

- Degree in business administration, computer sciences or a related field, together with a minimum of five years progressive experience managing projects & leading Information Technology project teams and/or a Project Management Office (PMO); or
- Diploma in business administration, Information Technology, or a related field, together with a minimum of 7 years progressive experience managing projects & leading Information Technology project teams and/or a Project Management Office (PMO)
- Experience with development, implementation and management of project delivery best practices, policies, procedure, and processes within the areas of information management & information technology
- Experience with project and resource management software, cloud offerings, mobile platforms, IT communications networks, virtual datacentre technologies, applications development platforms and cybersecurity protection tools

Skills/Abilities:

- Superior ability to communicate effectively and concisely, both orally and in writing
- Ability to establish and maintain effective relationships with Administration, Union executives, superiors, co-workers, employees and the general public
- Ability to exercise independent judgement when dealing with confidential or sensitive issues
- Ability to think and act strategically in a public sector environment, including the ability to conceptualize and implement Departmental change strategies
- Proven skills in budget preparation and monitoring
- Superior ability to deliver presentations to a variety of audiences and to skilfully handle on-the-spot questions from senior officials, members of City Council, and special interest groups
- Strong leadership skills, including the ability to direct, motivate, evaluate and recognize staff; proven ability to share skills and knowledge with others
- Proven conflict management abilities and negotiation skills
- Proven innovative and creative thinker, with the ability to find new and/or unique solutions to challenges
- Excellent project/time management, analytical/critical thinking, problem-solving and decision making skills
- Ability to identify, understand and meet/exceed the requirements of internal/external customers
- Competent within the meaning of the *Occupational Health & Safety Act*
- Must be proficient in the use of computers and current related software

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Assets:

- Agile Project Management training and certification
- ITIL (Information Technology Infrastructure Library) Certification or similar training and certification
- Knowledge of the functions of City departments, outside boards and local community groups

CONDITIONS OF EMPLOYMENT:

- Must possess or obtain, a Project/Program Management (PMP or PgMP) designation within two years of employment
- Must possess, or obtain, a Certified Change Practitioner designation (PROSCI or equivalent) within two years of employment
- Must undergo a successful Criminal Record and Judicial Matters Check (CRJMC)
- Must work and attend meetings outside regular working hours
- May be required to travel to various work locations and provide own transportation
- Must sign and abide by *Employee Confidentiality Statement*

Leadership Competencies:

Competency	Proficiency Level	Proficiency Level Definition
Strategic Approach	2	Is forward thinking and contributes to the Corporation's vision, mission, principles, values, and strategic direction
Political Acumen	1	Understands and addresses root causes
Innovation & Continuous Improvement	1	Champions large-scale change and innovation
Inspiring, Motivating & Developing	2	Creates a corporate culture that inspires, motivates, and influences individuals and teams
Decision Making	2	Makes difficult decisions in the absence of established processes/ procedures
Collaboration & Partnerships	1	Builds and fosters strategic relationships on behalf of the Corporation
Inclusion & Respect	2	Creates and maintains a respectful and inclusive work environment
Communication	2	Communicates complex messages and adjusts communication delivery as required
Business Acumen	2	Leads business systems and processes

Planning, Coordination & Execution	2	Integrates plans to achieve group goals
Legislative & Procedural Compliance	2	Makes positional decisions that align with the Corporation's legislative requirements, policies, procedures, and practices

General Information:

As an equal opportunity employer, the City of Thunder Bay encourages applications from Indigenous peoples, persons with disabilities, members of visible minority groups, women and members of the 2SLGBTQ+ community.

ONTARIO HUMAN RIGHTS CODE: It is a contravention of the Human Rights Code of Ontario to discriminate on the basis of: race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, marital status, family status, disability, age, record of offences, gender identity or gender expression. Therefore, a resume submitted to the City must not include references to any of the above characteristics. Do not include:

- Photos
- Any certificates that have photo identification
- Driver's licences
- Police records checks

Note: The above documentation will be requested by the Human Resources Division should you be the successful applicant. If a Criminal Record Check is required, it will be requested by Human Resources should you be the successful applicant. Please do not submit your Criminal Record Check with your application.

ACCOMMODATION: Reasonable accommodations are available upon request for all parts of the recruitment process.

PRIVACY: Personal information on this form is collected under the authority of the Municipal Act, c. 302, as amended, and will be used to determine eligibility for employment. Questions about this collection of personal information should be directed to the Human Resources Division, 125 Syndicate Ave Suite 42, Thunder Bay, Ontario, P7E 6H8, Telephone: 625-3866