



Job Title: Manager - IT Client Services (Full-Time)

Competition Number: CORP-21-26	Department: Corporate Services
Posting Category: Open	Division: Corporate Information Technology
Job Type: Full-Time	Affiliation: Non-Union
	Location: CA-ON-Thunder Bay
Min: CAD \$98,941.44/Yr.	Max: CAD \$116,401.69/Yr.
Pay Band: 10 (To be rated)	Number of Positions: 1
Effective Date: January 23, 2023	Supersedes Date: February 10, 2015
Posted Date: April 14, 2026	Post End Date: May 5, 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!

Lead with purpose. Empower your team. Continue our innovation.

At the City of Thunder Bay, **Our City Runs on People Like You.** Together, we’re building a workplace where everyone belongs – where your leadership enhances lives, strengthens community, and supports the people delivering IT services every day.

In the IT Client Services team, your leadership will champion innovation and will bridge the gap between technology and users, ensuring services are intuitive, effective, and designed with users in mind.

You will be part of a work environment that supports respectful interactions, meaningful opportunities to grow, and a culture that promotes well-being and collaboration.

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Thunder Bay offers more than a fulfilling career. With its natural beauty, affordability, and strong sense of community, it's a city where you can grow personally and professionally.

Where You'll Make a Difference Every Day

You'll provide leadership to your project team while fostering a culture of innovation, collaboration, and continuous learning. You'll champion the overall management and direction of the IT Client Services section. Your guidance will directly shape the future of IT at our Corporation – and help create a workplace where people want to stay and grow.

Whether you live in Thunder Bay, are looking to return, or are excited to make the City your new home, join a team where your skills, expertise, and presence make a real impact on the community.

Click the link to learn more about our [Digital Strategy](#)

How You'll Support the Team

In this leadership role, you will take ownership of the IT Client Services management portfolio and key responsibilities will include:

- Developing, managing and operating the City's IT Service Management portfolio, comprised of IT Help Desk Services.
- Developing and continually evolving the IT Service Management Strategy; establishing and promoting a corporate single point of contact for IT service requests and helpdesk services.
- Owning the client service portfolio for the Corporate Information Technology Division, building expertise, and understanding of the client's business to provide direction on how best to manage IT service delivery and facilitate the adoption of new solutions and technology.
- Being responsible for the implementation and ongoing management of the incident management process.
- Managing and auditing the Corporate IT asset database and working collaboratively with the Manager – Networks, Technology & Cloud Services to develop cyclical replacement strategies based on client requirements.
- Managing the IT training program for the Corporation, identifying corporate needs and determining appropriate training sessions.
- Gathering and analyzing metrics to benchmark Corporate Information Technology service delivery; analyzing trends and making IT Client Services adjustments as needed; managing and maintaining the CIT Intranet and Metrics Dashboard; reporting on various metrics related to corporate IT and digital initiatives.

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- Assuring compliance with Corporate programs and objectives; take corrective actions where required.

What You Can Count On With Us

We're proud to offer a workplace where your well-being, growth, and sense of purpose come first. As a [Manager – IT Client Services](#), you'll enjoy:

- A competitive salary that reflects your expertise
- A matching pension plan to help you build long-term financial security
- Comprehensive health, vision, and dental coverage, plus life insurance for peace of mind
- Generous paid vacation and holidays, with the option to purchase additional leave days when you need more time off
- Access to a confidential Employee and Family Assistance Program (EFAP) and wellness initiatives to support your overall health
- Leadership development and tuition reimbursement programs, so you can continue to grow your skills and career
- A culture of recognition and appreciation, with staff events and programs that celebrate your contributions
- The opportunity to lead a dedicated and talented team, who are highly respected within the Corporation

What You'll Bring to the Team

Here's what will help you succeed as a [Manager, IT Client Services](#):

- Degree in computer science or a degree in business administration majoring in information systems, together with three to five years' experience in providing, managing, and building IT service functions including helpdesk services and tracking, IT software installations, IT training, and end-user device provisioning; or
- Diploma relating to computer systems/network technology, together with four to six years' experience in providing, managing, and building IT service functions including helpdesk services and tracking, IT software installations, IT training, and end-user device provisioning;
- Three to five years' supervisory experience, preferably in a unionized environment

For a detailed Job Description, [Click here](#)

Lead With Us - Apply Today

Ready to take the next step in your career journey? Join us at the City of Thunder Bay, where you'll support a dedicated team, and make a lasting difference every day.

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Belonging, Inclusion, and Your Privacy

The City of Thunder Bay is proud to be an equal opportunity employer. We encourage applications from Indigenous peoples, persons with disabilities, members of visible minority groups, women, and members of the 2SLGBTQ+ community. We are committed to a recruitment process and work environment that is inclusive and barrier-free.

If you need an accommodation during any part of the recruitment process, let us know — we will work with you to meet your needs.

For privacy and fairness, please do not include photos, ID cards, driver's licences, or police record checks with your application. These documents will only be requested if you're successful.

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