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ASSISTANT MANAGER OF INFORMATION TECHNOLOGY

*As one of the fastest growing cities in Canada, City of Surrey is a globally recognized leader in building vibrant, sustainable communities through technology and innovation. City of Surrey employees are talented innovators, inspired by meaningful work and the opportunity to drive our city—and their careers—forward. **Build a City. Build a Future** at the City of Surrey.*

EMPLOYMENT STATUS

Exempt – Regular Full-Time

SCOPE

Reporting to the Deputy Chief of IT and Infrastructure, the Assistant Manager of Information Technology is responsible for the day-to-day management and operational delivery of dispatch technology and supporting IT systems for the Surrey Fire Services Regional Dispatch Centre.

This role provides direct supervision and leadership of the Surrey Fire IT team, including responsibility for service delivery, staff performance, vendor management, system reliability, and technology modernization.

The position contributes to planning and continuous improvement initiatives and supports the implementation of departmental priorities, ensuring alignment with established standards, policies, and governance frameworks.

RESPONSIBILITIES

- Supervise and manage the Surrey Fire IT team, including assigning tasks, monitoring performance, and supporting staff development.
- Ensure effective day-to-day operation, maintenance, and reliability of dispatch technology and supporting IT systems.
- Develop and maintain technology roadmaps and modernization plans while ensuring compliance with applicable legislation, standards and governance frameworks.
- Coordinate and support the delivery of IT projects, system upgrades and enhancements.
- Assists with lifecycle management of communications hardware and software (planning, implementation, maintenance, and replacement).
- Coordinate with vendors and partners relationships, including procurement support, implementations, and technical coordination.
- Assists with purchasing and procurement activities (quotes, statements of work, and purchase orders) and maintain technology asset records.
- Ensure system reliability, resilience, and operational readiness through monitoring, reporting, documentation, and continuous improvement.
- Support client agencies with integrations, access, configuration changes, and technical service requests.
- Manage radio technology integration with dispatch systems.
- Develop, maintain, and test business continuity and disaster recovery plans for communications and dispatch technology.
- Provide technical coordination and support for public safety initiatives, as assigned.

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- Serve as the primary technical liaison with vendors, consultants, and internal IT partners for procurement, implementation, integrations, and lifecycle management.
- Contribute to strategic planning, vendor negotiations, RFP development, and long-term roadmaps for communications and dispatch technology.

QUALIFICATIONS

- Degree in Information Technology, Computer Science, Engineering, Public Safety Communications, or related fields.
- 3-5 years of related experience in IT management, public-safety communications, dispatch technology, or related fields.
- Experience supporting IT operations, systems, or infrastructure in a complex environment.
- An equivalent combination of education and experience may be considered.
- Related experience in an emergency service organization is preferred.
- Strong understanding of public-safety communications systems, dispatch technologies, radio systems, and IT infrastructure.
- Demonstrated ability to lead teams, manage competing priorities, and deliver results in a high-stakes environment.
- Excellent project management skills, including planning, budgeting, vendor management, and stakeholder engagement.
- Experience managing a unionized workforce.
- Strong analytical, problem-solving, and decision-making abilities.
- Ability to communicate complex technical concepts to non-technical audiences.
- Knowledge of business continuity, disaster recovery, cybersecurity principles, and lifecycle management best practices.
- Valid driver's license.

ADDITIONAL INFO

- Pay rate: M1F – \$124,137 - \$146,043
- This position requires completion of a Police Information Check.
- Successful applicants must provide proof of qualifications.

APPLY

If you are interested in this opportunity, please apply at <https://www.surrey.ca/careers>, Job ID 7139

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