



Contribute to the City of Hamilton, one of Canada's largest cities - home to a diverse and strong economy, an active and inclusive community, a robust cultural and dining scene, hundreds of kilometers of hiking trails and natural beauty just minutes from the downtown core, and so much more. Join our diverse team of talented and ambitious staff who embody our values of sensational service, courageous change, steadfast integrity, collective ownership and being engaged empowered employees. Help us achieve our vision of being the best place to raise a child and age successfully. #BeTheReason

- **Job ID #32265: Manager, IT Operations**
- **Union:** Non-Union
- **Job Description ID #: 6340**
- **Close date:** Interested applicants please submit your application online at www.hamilton.ca/city-council/jobs-city by 4:00 p.m. on **October 14, 2026**.
- **Vacancy type:** This posting is for an existing vacancy
- **Internal applicants should apply with your work e-mail address.** External applicants are considered only after the internal posting process has been completed. Only applicants chosen for an interview will be contacted.

SUMMARY OF DUTIES

Reporting to the Director, Information Technology, the Manager, IT Operations provides strategic and operational leadership for the City's Service Desk and IT Contract and Vendor Management functions.

The position is responsible for service excellence, reliable and responsive end-user support, effective workforce leadership in a unionized environment, and disciplined management of the full technology contract lifecycle, from procurement planning and RFP development through contract performance, renewal, transition and closeout.

As a member of the IT Management Team, the Manager anticipates operational needs, translates corporate priorities into clear service and sourcing plans, strengthens accountability through measurable outcomes, and builds trusted relationships with City departments, Procurement, Legal, Finance, Human Resources, technology partners and vendors.

The Manager promotes consistent IT service management practices, financial stewardship, continuous improvement, risk management and a culture of ownership, collaboration and respect.

GENERAL DUTIES

STRATEGIC & OPERATIONAL LEADERSHIP

- Leads IT Operations, establishes priorities, service expectations, accountabilities and performance outcomes aligned with corporate and departmental objectives.
- Develops and executes operating plans that address service demand, workforce capacity, technology lifecycles, financial requirements and operational risk.
- Advises the Director and IT Management Team on performance, emerging risks, vendor dependencies, investment priorities and decisions requiring executive direction.
- Leads operational readiness for new and changed technology and directs the response to major service disruptions.

- Contributes to divisional planning, governance, portfolio prioritization and budget development, and ensures approved decisions are executed.

SERVICE DESK & SERVICE EXCELLENCE

- Leads the Service Desk and desktide support functions, ensures reliable and responsive support for end-user technology.
- Establishes service standards and performance targets and takes action to address backlogs, recurring incidents, service gaps, escalations and customer concerns.
- Ensures incidents and service requests are effectively triaged, assigned, resolved and closed, with clear ownership across IT teams and vendors.
- Leads continual service improvement, operational documentation, knowledge management, staffing, after-hours coverage and the transition of new services into support.
- Maintains strong relationships with business partners, communicates service performance and ensures service concerns are addressed.

IT CONTRACT & VENDOR MANAGEMENT

- Leads the IT Contract and Vendor Management Team and establishes governance, controls and reporting for technology contracts and vendor relationships.
- Directs the full contract lifecycle, including planning, RFx development, evaluation, negotiation, award, implementation, performance management, renewal, transition and closeout.
- Works with corporate, business and technical partners to define requirements, manages risk and protects the City's operational, commercial, legal and financial interests.
- Maintains a complete contract inventory and renewal plan and holds vendors accountable for service levels, deliverables, costs and contractual obligations.
- Leads sourcing, renewal and contract change recommendations and reports on vendor performance, financial pressures, risks and decisions required.

PEOPLE LEADERSHIP

- Leads, coaches and develops a multidisciplinary team, establishes clear roles, performance expectations and accountability for results.
- Plans workforce capacity and capability, including recruitment, scheduling, succession, cross-training and employee development.
- Manages employees in accordance with collective agreements, employment legislation and City policies, addressing workplace matters promptly and fairly.
- Leads change and maintains a respectful, inclusive and psychologically safe workplace where employees have the tools, training and support required to perform effectively.

GOVERNANCE, FINANCIAL & DELIVERY ACCOUNTABILITY

- Develops and maintains policies, standards, procedures and controls for IT operations, service delivery, contracts, vendors, assets, security, privacy, continuity and compliance.
- Identifies and manages operational, supplier, financial and compliance risks; ensures audit and corrective actions are implemented.
- Develops and manages operating and capital budgets, business cases, purchasing commitments and technology lifecycle plans.
- Leads operational projects and service improvements, coordinates resources and ensures initiatives meet operational acceptance requirements and deliver measurable outcomes.
- Performs corporate cultural analysis and develops change strategies that are flexible and adaptive in collaboration with the IT Management Team to support effective adoption of new service desk and infrastructure, applications, technologies and related processes.
- Establishes priorities for the design, maintenance, development, implementation and evaluation of all service desk and operations tools and systems.
- Maintains governance and accountability for IT assets, including lifecycle management, inventory controls, documentation and replacement planning. Practices asset management for IT hardware, software, and equipment, including maintenance of component inventory and related documentation.

- Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties.
- Ensures that all employees perform work in accordance with applicable health and safety legislation and all City of Hamilton corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies or procedures.
- Performs other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. University degree in Computer Science, Information Systems, Business Administration or a related discipline, or a combination of equivalent education and experience.
2. Minimum ten (10) years of progressive experience in information technology, including at least five (5) years in a management or leadership role with responsibility for staff, budgets, vendors and operational service delivery.
3. Strong knowledge of IT Service Management (ITSM) principles and practices, including incident, request, problem, change, asset and service level management. ITIL certification is considered an asset.
4. Demonstrated experience leading IT operations, service delivery, end-user support, contract management and vendor relationships within a complex organization.
5. Demonstrated experience managing employees in a unionized environment, including workforce planning, performance management, employee development, labour relations and the application of collective agreements, policies and employment legislation.
6. Demonstrated ability to lead organizational change, foster collaboration and build high-performing teams focused on accountability, service excellence and customer outcomes.
7. Experience developing and managing operating and capital budgets, business cases, financial forecasts and technology investment recommendations..
8. Demonstrated ability to develop and execute strategic and operational plans, manage competing priorities and deliver results in a complex and evolving environment.
9. Excellent communication, facilitation, negotiation and relationship management skills, with the ability to build effective partnerships across all levels of the organization.
10. .Ability to prioritize and execute tasks in a high-pressure environment and make sound decisions in emergency situations.
11. Demonstrated ability to adopt and execute an organization's IT goals and objectives.
12. Broad knowledge of information technology infrastructure, enterprise applications, end-user computing, cybersecurity, cloud technologies, asset management and operational support services.
13. Experience working in a team-oriented, collaborative environment.
14. .Knowledge of and experience in utilization of project management principles.
15. Exposure to business theory, business processes, management, budgeting, and business office.
16. Proven organizational skills and the ability to work with very tight deadlines and competing priorities.
17. Strong leadership, organizational, analytical and problem-solving skills, with the ability to make sound decisions and drive continuous improvement.

18. Demonstrated ability to challenge, lead and inspire others to excel in an environment that fosters innovative approaches to problem-resolution.
19. Excellent written and verbal communication skills, facilitation skills and presentation skills, a team leader and mentor possessing highly developed interpersonal, negotiation and conflict resolution skills.
20. Demonstrated ability to work effectively with colleagues and client departments in identifying and meeting the needs of the division.
21. Well developed analytical skills, with developed innovative and solution oriented problem solving skills.
22. Knowledge of applicable legislation, regulations and corporate policies, including health and safety requirements relevant to the position.
23. Must possess and maintain a valid Class G Driver's Licence in the Province of Ontario.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

NOTE:

As a condition of employment, the successful applicant(s) will be required to obtain, satisfactory to the City of Hamilton, a Criminal Record & Judicial Matters (CRJM) Check, at their own expense, prior to beginning work in this position. The City of Hamilton will also undertake social media review of successful candidate.

Disclaimer:

Be advised that Human Resources frequently audits resumes of internal/external applicants to ensure/validate information provided is consistent and trustworthy. Falsification of information provided at any time throughout the recruitment process may be grounds for disqualification, and for internal applicants, subject to discipline up to and including termination.

Terms:

The City is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. Consistent with our Values and Corporate Culture Pillars, the City of Hamilton is committed to providing equitable treatment to all with respect to barrier-free employment and accommodation without discrimination. The City will provide accommodation for applicants in all aspects of the hiring process, up to the point of undue hardship. If you have an accommodation need, please contact Human Resources as soon as possible to make appropriate arrangements.

Location

Hamilton, Ontario (Hybrid)

Department

Corporate Services

Employment Type

Permanent, Full-Time

Minimum Experience

Manager/Supervisor

Compensation

\$127,454.60 - \$159,317.34

Internal Job Code

