



Director of Information Technology

ABOUT THE TOWN OF NEW GLASGOW

The Town of New Glasgow, nestled along the scenic riverside of Northern Nova Scotia, stands as a vibrant and pivotal commercial center for Pictou County. Here at the Town of New Glasgow, we take pride in our dynamic and flourishing financial and professional sectors, upholding a longstanding tradition of excellence that permeates entrepreneurship, education, social leadership, athletics, entertainment, and all levels of government. Our town is a testament to history, adorned with architectural gems that narrate the past, but we are also committed to moving forward and continuously expanding our offerings to enrich the lives of our residents and visitors alike. New Glasgow presents an ever-growing array of amenities, including vibrant arts and culture centers, a diverse selection of restaurants and entertainment venues, and an abundance of lush parks and trails. These facets converge to cultivate a thriving community and bolster our local economy.

THIS MOMENT, THIS POSITION

The Town of New Glasgow is seeking an experienced and forward-thinking Director of Information Technology to lead the Town's technology strategy, infrastructure, cybersecurity, service delivery, and technology operations. Reporting directly to the Chief Administrative Officer and serving as a member of the Town's Senior Leadership Team, the Director will provide strategic and operational leadership for the Town's information technology environment. This includes corporate systems and applications, cloud services, server and virtualization infrastructure, network and telecommunications services, cybersecurity, backup and disaster recovery, technology assets, and vendor relationships.

This is a strategic and hands-on leadership role. The successful candidate will set the Town's technology direction while remaining directly engaged in operational decision-making, technical problem-solving, staff leadership, project delivery, vendor management, and risk management. Additional duties of the Director of Information Technology include but are not limited to:

- Provide strategic leadership and direction for the Town's information technology services and technology roadmap.
- Lead and support the IT team, including direct supervision of the IT Manager and active involvement in the direction and oversight of front-line technical staff, contractors, consultants, and vendors.
- Develop and manage the annual IT operating and capital budgets and maintain a multi-year technology asset and capital replacement plan.
- Lead municipal-wide technology projects, including infrastructure modernization, business systems, cybersecurity, communications, and service improvements.
- Oversee the Town's cloud, servers, virtualization, storage, network, wireless, telecommunications, and connectivity environments.



- Lead the Town's cybersecurity program, including identity and access management, multi-factor authentication, endpoint protection, vulnerability management, privileged access, and security awareness.
- Establish and maintain effective backup, disaster recovery, business continuity, and incident response practices, including regular testing and validation.
- Oversee technology risk, security, system reliability, lifecycle planning, and the modernization or retirement of legacy systems.
- Manage relationships with technology vendors, manage service providers, telecommunications carriers, contractors, and other service providers.
- Lead IT-related procurement processes, including RFPs, tenders, technical specifications, evaluations, contract negotiations, renewals, and service-level management.
- Develop and maintain IT policies, standards, procedures, documentation, records, and governance practices.
- Provide technical and strategic advice to the CAO, Senior Leadership Team, Council, and Town departments, translating complex technology issues into clear operational, financial, and risk-based recommendations.
- Ensure technology services support the operational and service delivery needs of all Town departments and authorized external service relationships.
- Monitor emerging technology trends and identify opportunities to improve efficiency, resilience, cybersecurity, service delivery, and cost effectiveness.
- Establish and support technology training and awareness programs, with particular emphasis on cybersecurity, acceptable use, collaboration tools, and effective use of Town-supported systems.
- Ensure the Town's technology environment is well documented, and that critical operational knowledge, configurations, credentials, and recovery procedures are not dependent on any one individual.
- Foster a safe, respectful, inclusive, collaborative, and professional work environment.
- Attend Town Council meetings.
- Other duties and special projects as assigned.

THE IDEAL CANDIDATE

As the Director of Information Technology, you will be a strategic and hands-on technology leader who can provide direction, oversight, and expertise across the Town's information technology environment. You will bring strong technical knowledge, sound judgment, ability to manage high-level confidential information and the ability to translate complex technology issues into practical solutions and clear advice for senior leadership and Council.

You will demonstrate the ability to lead and develop an IT team, build strong relationships across Town departments, and work effectively with vendors, contractors, service providers, and external partners. You will be comfortable balancing long-term technology strategy with day-to-day operational demands, while maintaining a strong focus on cybersecurity, reliability, service delivery, risk management, and cost effectiveness.



The ideal candidate will be a collaborative and solutions-oriented leader who can anticipate technology needs, manage competing priorities, and lead change in a municipal environment. You will be trusted to take ownership of technology initiatives, make informed decisions, and ensure the Town's technology services continue to support the needs of its employees, departments, and community.

EDUCATION AND BACKGROUND

- Post-secondary degree or diploma in Computer Science, Information Technology, Network Engineering, or a related field, or an equivalent combination of education and experience.
- Minimum 5 years of progressive leadership or management experience in an IT environment and ability to deal with sensitive or confidential materials and matters.
- 8 to 10 years of progressive IT experience preferred, with experience across infrastructure, networks, cloud services, cybersecurity, and technology operations.
- Demonstrated experience leading and supervising IT staff, projects, vendors, and service providers.
- Experience developing and managing IT budgets, technology procurement, contracts, and capital planning.
- Experience with cybersecurity, business continuity, disaster recovery, and technology risk management.
- Municipal, public-sector, or similarly regulated experience are considered an asset.
- Relevant professional certifications in IT, cybersecurity, cloud technologies, networking, project management, or related disciplines are considered an asset.
- Valid driver's license.

All interested applicants are asked to submit their resume and cover letter to Rebecca MacNeil, Director, Human Resources (rebecca.macneil@newglasgow.ca) on or before end of day Friday, October 16, 2026.

STATEMENT OF INTENTION

We encourage applications from a wide spectrum of backgrounds and experiences, recognizing the immense value that diversity brings to our team. We're on a journey of learning and growth, continually striving to create a more inclusive and equitable environment. We encourage individuals from historically underrepresented communities, including Black, racialized, and Indigenous Peoples, members of the 2SLGBTQIA+ community, newcomers to Canada, and People with Disabilities, to apply.

We are committed to providing accommodation for individuals with disabilities at every stage of the hiring process. We recognize that there is always more to learn and improve upon in our journey towards greater inclusivity and humility.

THE TOWN OF NEW GLASGOW IS GUIDED BY KEY STRATEGIES THAT DEFINE OUR COMMITMENT TO PROGRESS:

Investment in Infrastructure: We believe in the power of well-maintained infrastructure to drive growth and prosperity.



Commercial Development: We actively promote a business-friendly environment, fostering economic expansion.

Environmental Stewardship: We are dedicated to preserving and enhancing our natural surroundings for current and future generations.

Downtown Revitalization: We are invested in revitalizing our town center, making it a vibrant hub for all.

Cultural Diversity: We celebrate diversity and actively work to build an inclusive community.

Strategic Partnerships and Regional Cooperation: We believe in the strength of collaboration and actively engage in regional initiatives.

Health and Safety: We prioritize the well-being of our residents and employees, ensuring a safe environment for all.

The Creative Economy: We recognize the vital role of creativity and innovation in driving economic growth.

As an employee in New Glasgow, you'll be part of a community that embraces growth, diversity, and progress. Join us in shaping a future filled with opportunities, both for personal and professional development, in a town that treasures its heritage while embracing a forward-thinking vision.