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- **Job ID #32314: Supervisor, IT Infrastructure**
- **Union:** Non-Union
- **Job Description ID #: A16010**
- **Close date:** Interested applicants please submit your application online at www.hamilton.ca/city-council/jobs-city by 4:00 p.m. on November 11, 2026.
- **Vacancy type:** This posting is for a new 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 Manager, IT Infrastructure, the Supervisor, Infrastructure oversees operation, maintenance, availability, performance and continual improvement of the City's enterprise infrastructure environment including data centre, cloud network, voice backup & recovery services. The Supervisor leads assigned infrastructure staff, including specialists, analysts, database administrators and radio technicians as applicable, and coordinates service-provider activities. Translates approved priorities into practical work plans, clear assignments, effective coverage and measurable service outcomes.

GENERAL DUTIES

- Allocates infrastructure resources and capacity-based services according to approved priorities, service demand, operational risk and demonstrated team capability. Balances operational support and project commitments and escalates capacity or coverage gaps.
- Establishes monitoring, alerting, response and escalation arrangements for assigned infrastructure, supporting services that require 24/7 availability. Reviews availability, performance and service targets and directs corrective action.
- Implements approved infrastructure standards and architecture requirements. Develops and maintains operational procedures, configuration baselines and support

documentation; submits policy and design recommendations through established governance.

- Supervises configuration, installation, maintenance and troubleshooting of physical and virtual servers, storage, operating systems, backup platforms and assigned messaging, collaboration and cloud services. Ensures changes meet approved technical and security requirements.
- Coordinates administration and operational support of assigned database and enterprise platforms with database administrators and application owners, clarifying responsibilities for availability, access, maintenance and recovery.
- Oversees assigned network, wireless, voice and radio services with relevant specialists and providers, including connectivity, configuration, monitoring and fault resolution. Coordinates dependencies with Facilities, application teams and other service owners.
- Provides daily supervision, scheduling and workload allocation for assigned staff. Establishes clear accountabilities, ensures appropriate coverage and addresses performance and workplace matters within delegated authority and City policies.
- Conducts performance reviews, coaching and mentoring; supports employee development, cross-training and succession planning and maintains a respectful, inclusive and psychologically safe workplace. Leads or participates in recruitment, interviews, assessment development and selection as delegated. Coordinates onboarding, training and access to required tools and establishes performance expectations.
- Coordinates datacentre operations and environmental requirements with Facilities and qualified service providers, including power, cooling, UPS, generators, physical access and maintenance. Plans continuity arrangements and escalates facility or equipment risks.
- Reviews, prioritizes and progresses assigned incidents, service requests, problems and improvement actions in approved work-management systems. Personally completes assigned work, records actions and outcomes and ensures timely communication, escalation and closure.
- Implements and validates approved security controls with Security and architects, including secure configurations, least privilege, privileged access, authentication, encryption and logging. Provides technical evidence and assigned containment, remediation and recovery support during cybersecurity incidents.
- Monitors assigned budgets, forecasts and day-to-day expenditure, including cloud usage and licensing costs. Prepares estimates and approves purchases only within delegated authority and City policies. Contributes to section goals, annual work plans and service targets aligned with divisional priorities and the Manager's direction.
- Acts on behalf of the Manager, IT Infrastructure when assigned and within delegated authority. Coordinates patching, firmware updates, configuration changes and remediation of infrastructure vulnerabilities with Security and technical owners. Ensures testing, change approvals, maintenance windows, rollback plans and validation evidence are documented.
- Improves recurring infrastructure work through critical thinking, practical experimentation, standardization and repeatable technology-enabled practices. Tests, documents and controls approved scripts, templates and orchestration workflows.

- Reviews infrastructure availability, performance, capacity, recovery and service-demand measures. Validates specialist-prepared reports and provides concise dashboards, presentations and recommendations to the Manager and relevant stakeholders.
- Maintains asset, configuration, licensing, ownership and lifecycle records for assigned infrastructure. Identifies unsupported components, configuration drift and renewal requirements and coordinates corrective action.
- Evaluates infrastructure products and services and prepares technical procurement requirements and recommendations, considering interoperability, security, resilience, support, lifecycle cost and service-exit requirements.
- Assesses emerging infrastructure technologies and approved modernization opportunities with architects and Security, including cloud adoption and platforms supporting new digital services. Recommends practical improvements and escalates design or risk decisions.
- Coordinates backup, replication, restoration and infrastructure disaster-recovery capabilities against agreed recovery-time and recovery-point objectives. Tests restoration and failover, verifies protection of backup copies, maintains recovery procedures and tracks corrective actions with Security and business owners.
- Monitors infrastructure-provider service levels and deliverables, coordinates escalations and tracks deficiencies. Works with IT Operations, Procurement and Legal on contractual matters within delegated authority. May be assigned to related initiatives or projects under the direction of another IT Unit Manager or Project Manager, with priorities coordinated through the Manager, IT Infrastructure.
- 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.
- Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety. Responsibilities are not exhaustive and may evolve with organizational priorities, technology, emerging risks and service demand. Performs other related duties and assigned work consistent with the position.

QUALIFICATIONS

1. University degree or college diploma in Computer Science, Information Systems, Computer Technology or a related discipline, or a combination of equivalent education and relevant experience. Relevant infrastructure, cloud or service-management certifications are an asset.
2. Five (5) to seven (7) years of experience in enterprise infrastructure operations and support, with demonstrated previous experience in a supervisory or team-lead capacity.
3. Extensive experience administering and supporting server and operating-system environments, including supported Windows Server platforms and working knowledge of Linux.

4. Experience installing, configuring, maintaining and supporting enterprise storage and storage area networks, including capacity, performance and availability management. Experience supporting datacentre hardware and working with Facilities and qualified providers on power, cooling, UPS, maintenance and continuity requirements.
5. Experience administering virtualization platforms and supporting cloud and hybrid infrastructure, including Azure, with knowledge of provisioning, configuration and lifecycle management. Experience supporting messaging and collaboration infrastructure, including Microsoft 365, Exchange and related hybrid services; understanding of identity and access dependencies.
6. Demonstrated ability to coordinate technical teams and contractors to deliver infrastructure projects and service improvements within agreed scope, timelines and quality requirements.
7. Strong analytical, planning and troubleshooting skills, with the ability to investigate complex faults, identify root causes, challenge established approaches and contribute hands-on within assigned expertise and authority.
8. Working knowledge of mobile, wireless and voice technologies and their infrastructure dependencies. Experience supporting radio systems is an asset where these services are assigned.
9. Knowledge of IT service-management practices, including incident, request, problem, change, configuration, asset and service-level management; experience maintaining documented work assignments and closure records.
10. Knowledge of project-management principles and experience estimating effort, coordinating implementation and migration, testing changes and completing operational handover.
11. Working knowledge of TCP/IP, DNS, DHCP, directory services, LAN/WAN, secure connectivity and network segmentation, sufficient to manage assigned services and troubleshoot dependencies. Knowledge of infrastructure security controls, including hardening, patching, least privilege, privileged access, endpoint protection and logging; experience coordinating remediation with Security.
12. Knowledge of configuring, maintaining and troubleshooting routers, switches and wireless infrastructure, and coordinating specialist or supplier support.
13. Demonstrated people leadership, including recruitment, onboarding, scheduling, workload balancing, coaching, performance management and cross-training, and the ability to maintain a respectful and inclusive workplace.
14. Sound judgment under pressure and experience coordinating service restoration, backup and recovery, failover testing and disaster-recovery exercises against agreed recovery objectives.
15. Strong interpersonal, written and oral communication, presentation and conflict-resolution skills; ability to explain service impacts, review technical reports and collaborate with business and technical partners.
16. Experience monitoring capacity, cloud consumption, licensing costs and supplier performance, and maintaining lifecycle and financial records.
17. 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

The position may be required to work outside regular business hours, including evenings, weekends and statutory holidays, and to participate in on-call or emergency response arrangements during major incidents, planned maintenance, implementations, recovery exercises or service disruptions, as operationally required.

Hybrid work arrangement with approximately 50% on-site attendance, typically two (2) days one week and three (3) days the following week, subject to operational requirements. Additional on-site attendance may be required for incidents, implementations, executive meetings, critical projects, training or other operational needs.

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 the 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

\$115,866.66 - \$144,833.78/annual

Internal Job Code
16010