



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 #32296: Manager, IT Infrastructure**
- **Union:** Non-Union
- **Job Description ID #: A15465**
- **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 CISO and Director, IT Infrastructure, the Manager, IT Infrastructure provides strategic and operational leadership for the City's enterprise infrastructure and platform-service functions. The position is responsible for the availability, performance, security, resilience and lifecycle management of the City's enterprise infrastructure, including server and operating-system platforms, virtualization, storage, backup and recovery, data-centre services, Microsoft Azure, Microsoft 365 infrastructure, hybrid cloud environments and related enterprise platforms. As a member of the IT Management Team, the Manager anticipates operational and capacity needs, translates corporate priorities into clear infrastructure and modernization plans, strengthens accountability through measurable outcomes, and builds trusted relationships with City departments, Cybersecurity, Applications, Enterprise Architecture, Procurement, Legal, Finance, Human Resources, technology partners and vendors. The Manager promotes consistent service-management and engineering practices, financial stewardship, operational resilience, continuous improvement and a culture of ownership, collaboration, innovation and respect.

GENERAL DUTIES

STRATEGY & PLANNING

- Leads enterprise infrastructure services; establishes priorities, service expectations, accountabilities and performance outcomes aligned with corporate and departmental objectives. Advises the designated senior leader and IT Management Team on infrastructure performance, capacity, availability, technology debt, lifecycle risks, vendor dependencies, investment priorities and decisions requiring executive direction.
- Develops and executes operating plans, infrastructure roadmaps and lifecycle strategies that address service demand, workforce capacity, technology currency, cloud adoption, financial requirements, resilience and operational risk.
- Directs infrastructure monitoring, performance and capacity management, patching, upgrades, lifecycle renewal, backup and recovery, disaster-recovery readiness, high availability and service-continuity activities. Develops and maintains infrastructure standards, roadmaps, architecture-aligned designs, operating procedures, configuration requirements and technical controls that support secure, reliable and sustainable services.
- Works with Cybersecurity, Enterprise Architecture, IAM, Network Services, Applications, Privacy and other partners to ensure infrastructure services align with security-by-design, privacy-by-design, Zero Trust, regulatory and operational requirements.
- Leads change and maintains a respectful, inclusive and psychologically safe workplace where employees have the tools, training and support required to perform effectively. Evaluates emerging technologies and service models and recommends practical investments that improve reliability, scalability, supportability, resilience and value for money.
- Establishes and reports on service levels, availability, capacity, performance, lifecycle health, recovery readiness, costs and operational risk to support transparent decision-making and continuous improvement. Maintains strong relationships with business and technology partners, communicates infrastructure service performance and ensures service concerns are addressed. Directs vendor and managed-service-provider relationships, contracts and performance; holds providers accountable for service levels, deliverables, costs, technical obligations and risk remediation.
- Leads infrastructure projects and service improvements, coordinates internal and external resources and ensures initiatives meet architecture, security, operational-acceptance and measurable-outcome requirements. Leads, coaches and develops a multidisciplinary infrastructure team; establishes clear roles, performance expectations and accountability for results.
- Plans workforce capacity and capability, including recruitment, scheduling, on-call coverage, succession, cross-training and employee development. Manages employees in accordance with applicable collective agreements, employment legislation and City policies, addressing workplace matters promptly and fairly.
- Promotes sound professional judgment, curiosity and solution-oriented thinking, and encourages employees to challenge assumptions, identify practical improvements and respond constructively to evolving technology and operational needs.
- Develops and manages operating and capital budgets, business cases, financial forecasts, purchasing commitments, licensing requirements and infrastructure lifecycle plans. Maintains governance and accountability for infrastructure assets, configurations, inventories, documentation, maintenance, support status and replacement planning.

- Prepares and presents executive briefings, infrastructure strategies, service-performance reports, dashboards, roadmaps, business cases, procurement documents and recommendations for technical and non-technical audiences. Leads continual service improvement, operational documentation, knowledge management, staffing, on-call and after-hours coverage, and the transition of new or changed infrastructure services into support.

ACQUISITION & DEPLOYMENT

- Identifies and manages infrastructure, operational, supplier, financial, cybersecurity and compliance risks and ensures audit findings, control deficiencies and corrective actions are addressed. Leads operational readiness for new and changed infrastructure and directs the response to major infrastructure incidents, outages and service disruptions.
- Develops and maintains policies, standards, procedures and controls for infrastructure operations, service delivery, configurations, changes, assets, security, privacy, continuity and compliance. Contributes to divisional planning, architecture and governance, portfolio prioritization and budget development, and ensures approved decisions are executed.
- Leads the operation, administration, maintenance and continual improvement of enterprise infrastructure and platform services, including servers, virtualization, storage, backup and recovery, data-centre services, Microsoft Azure, Microsoft 365 infrastructure and hybrid cloud environments. Leads cloud adoption, infrastructure modernization, platform improvement and the responsible use of repeatable engineering practices, orchestration, analytics and Infrastructure as Code where appropriate.

OPERATIONAL MANAGEMENT

- Identifies opportunities to simplify, standardize and improve infrastructure services through responsible use of technology, analytics, orchestration and repeatable processes, with appropriate testing, validation and operational oversight. Establishes service standards and performance targets and takes action to address incidents, service-request or maintenance backlogs, recurring problems, capacity constraints, lifecycle gaps, escalations and customer concerns.
- Ensures infrastructure incidents, service requests, problems, changes, maintenance activities, remediation actions and assigned work are appropriately documented, prioritized, assigned, actioned, validated and closed, with clear ownership across IT teams and vendors.
- Plans and delivers services using a capacity-based approach, aligning workforce availability, technical expertise, vendor support, funding and platform capacity with service demand, organizational risk, approved priorities and commitments.
- Regularly assesses workloads, resource availability, skills, technology capacity, dependencies and emerging priorities, and reallocates work or recommends additional capacity where required to maintain service levels and manage risk.
- Undertakes or supports priority operational work where urgency, complexity, escalation or available capacity requires management involvement. Ensures employees are provided with and use the appropriate equipment, materials, information and procedures required to perform assigned duties. Ensures employees perform work in accordance with applicable health and safety legislation and all City corporate and departmental policies and procedures and recommends appropriate action where employees do not comply.

- The duties described are representative and not exhaustive. Responsibilities, service assignments and priorities may evolve in response to operational requirements, organizational needs, emerging risks and technological developments. Performs other duties and assigned work directly related to the major responsibilities of the position.

QUALIFICATIONS

1. University degree in Computer Science, Information Technology, Information Systems, Engineering, Business Administration or a related discipline, or a combination of equivalent education and experience.
2. Extensive (preference for a minimum of ten (10) years) of progressive experience in enterprise infrastructure or a closely related information-technology discipline, including at least five (5) years in a management or leadership role with responsibility for staff, budgets, vendors and operational service delivery.
3. Demonstrated ability to lead organizational change, foster collaboration and build high-performing teams focused on accountability, reliability, service excellence and customer outcomes.
4. Demonstrated experience leading enterprise infrastructure operations across server platforms, virtualization, storage, backup and recovery, data-centre services, Microsoft Azure, Microsoft 365 infrastructure, hybrid cloud and related enterprise technologies within a complex organization.
5. Demonstrated ability to develop and execute infrastructure strategies, operational plans, lifecycle roadmaps and modernization initiatives while managing competing priorities in a complex and evolving environment.
6. Broad knowledge of enterprise infrastructure architecture, Microsoft Azure and Microsoft 365, Windows and Linux server platforms, virtualization, storage, backup and recovery, cloud services, networking, identity integration, monitoring, high availability and disaster recovery.
7. Demonstrated ability to adopt and execute organizational IT goals and objectives.
8. Ability to prioritize and execute work in a high-pressure environment and make sound, timely decisions during major incidents, emergencies and service disruptions.
9. Strong knowledge of IT Service Management principles and practices, including incident, request, problem, change, configuration, asset, capacity, availability, continuity and service-level management. ITIL certification is considered an asset.
10. Experience working in a team-oriented, cross-functional and collaborative environment.
11. Knowledge of and experience applying project, program and change-management principles.
12. 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.
13. Knowledge of business processes, governance, cybersecurity, risk management, budgeting, procurement, vendor management and public-sector accountability.

14. Strong leadership, analytical and problem-solving skills, with the ability to exercise sound judgment, think beyond established approaches and drive practical continuous improvement.
15. Demonstrated ability to lead and inspire others to achieve results while encouraging innovative, responsible and evidence-based approaches to problem resolution.
16. Excellent communication, facilitation, negotiation, report-writing, presentation and relationship-management skills, with the ability to explain complex technical issues, risks and investment needs to technical and non-technical audiences.
17. Highly developed interpersonal, coaching, mentoring, negotiation and conflict-resolution skills. Demonstrated ability to work effectively with colleagues and client departments to identify needs and deliver secure, reliable, scalable and sustainable infrastructure solutions.
18. Experience developing and managing operating and capital budgets, business cases, financial forecasts, procurement activities, contracts, licensing and technology investment recommendations.
19. Proven organizational skills and the ability to work with tight deadlines, changing demands and competing priorities.
20. Knowledge of applicable legislation, regulations and corporate policies, including privacy, accessibility and health and safety requirements relevant to the position.
21. Relevant Microsoft Azure, Microsoft 365, ITIL, cloud, infrastructure, project-management or cybersecurity certifications are considered assets.
22. 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.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.

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 /annual

Internal Job Code

15465