City of Niagara Falls
POSITION VACANCY

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Call Number:	**JR100663**
Position:	**Project Manager – AI Building and Zoning Review**
# of Vacancies:	One (1)
Vacancy Status:	This posting is for a new vacancy.
Type of Vacancy:	Contract (Fixed-Term) until December 22, 2028 **This position is being offered on a contract basis, with the potential to transition to permanent status in 2029, subject to Council approval and the City's budgetary requirements. While this possibility exists, permanent employment is not guaranteed. Any change in employment status will be communicated to the successful candidate as appropriate.*
Current Division:	Planning, Building and Development
Location of Work:	Wayne Thomson Building (4343 Morrison Street, Niagara Falls)
Work Schedule:	Monday to Friday, 8:30 am to 4:30 pm 35 hours per week
Salary/Wage Range:	$99,330 – $124,163 per annum* plus, a comprehensive benefits package and option to participate in a defined benefit retirement pension. **Note: 2027 Salary ranges are under review.*
Date Posted:	October 29, 2026
Closing Date:	**November 22, 2026 at 11:59 pm**

The City of Niagara Falls is a dynamic and internationally renowned city with a prosperous business community and economic foundation anchored by tourism, manufacturing, retail and knowledge-based sectors. Located at one of the natural wonders of the world and in the heart North America's most affluent consumer markets, we are linked to the world by extensive road, rail, air, water and telecommunication networks. With nearly 15 million visitors a year and a growing resident population of almost 100,000, we invite you to discover why Niagara Falls is a premier place to live, work, and play

Further details on this position are attached. To apply, please submit a cover letter and resume via our Workday portal at https://niagarafalls.wd10.myworkdayjobs.com/CNF Applications must be submitted online.

The City of Niagara Falls is dedicated in creating an accessible and inclusive organization and fostering a workplace culture which reflects the diverse nature of the residents we serve. In accordance with the Accessibility of Ontarians with Disabilities Act (AODA), the City will accommodate the individual needs of candidates with disabilities throughout the recruitment process. Please feel free to contact us at HRDepartment@niagarafalls.ca or 905-356-7521. Personal information is collected under the authority of *The Municipal Act* and will only be used to determine suitability for this position.

We thank all applicants for their interest, but only those advancing through the selection process will be contacted.

The following description reflects the general details considered necessary to describe the principle functions of the position identified and shall not be construed as a detailed description of all the work requirements that may be inherent in such classification.

Position Title:
Project Manager – AI Building and Zoning Review

Position Summary:
This position serves as the project lead responsible for implementing an Artificial Intelligence (AI) solution to modernize the building and zoning application process. The role acts as a liaison between the system vendor and City staff during the procurement and end to end management of project plan for the AI-driven solution that supports applicants and improves customer service throughout the application process. As project lead, the incumbent coordinates a cross-functional project team comprising staff from Building, Planning, Information Systems, Fire, and GIS. The position provides regular updates to the steering committee, operational advisory panel, and project team on project timelines, milestones, risks, and objectives.

Division / Department:
- During Project - Planning, Building and Development
- Post-Project (2029) - Corporate Services*

Responsible To:
- During Project - General Manager, Planning Building and Development
- Post-Project (2029) – General Manager, Corporate Services*

**Post-Project (2029), is subject to Council approval and the City's budgetary requirements*

Supervises:
Union and/or Non-Union Staff related to the project.

Responsible For:

<u>Project Management & Planning</u>
- Serve as the project manager, adhering to project timelines for the AI building and zoning software solution.
- Oversee project timelines and priorities, deliverables, and resources to ensure successful implementation.
- Contribute to project planning, prioritization, and system evaluation.
- Design, produce, and maintain all project management documentation.

<u>Stakeholder Engagement & Vendor Management</u>
- Coordinate project tasks and milestones with City staff and serve as a liaison with external vendors to ensure high-quality outcomes.
- Collaborate with departments to ensure business needs and system requirements are met.
- Provide regular updates on project to steering committee, operational advisory panel, and project team.
- Manage vendor relationships, service delivery, contractual obligations, support escalations, licensing requirements, and performance expectations.

System Implementation, Integration & Governance

- Oversee software implementation to align with City needs and strategic goals.
- Oversee specifications for system integrations and/or enhancements to other City solutions involved with the building and/or zoning application process.
- Support data governance by designing secure, role-based access and managing data integrity.
- Support AI governance, privacy, security, and compliance requirements related to the solution.
- Provide expert guidance on business process improvements and system usability as well as ensuring adherence to established standards.
- Provide technical expertise in generating various complex reports.

Post-Implementation, User Adoption & Performance Monitoring

- Lead post-implementation stabilization activities, including issue resolution, vendor coordination, user feedback collection, and continuous improvement initiatives until formal handoff at the end of the contract.
- Monitor system performance, adoption metrics, and business outcomes to ensure the solution continues to meet operational objectives and delivers expected benefits.
- Promote user adoption through training, documentation, and ongoing support.

Operational Readiness & Transition to Support

- Transition project to operational support, ensuring sustainability and knowledge transfer.
- Develop operational support processes, business continuity procedures, and contingency plans to ensure ongoing availability and reliability of the solution prior to formal hand off.
- Ensure comprehensive documentation, knowledge transfer, and support materials are maintained to facilitate long-term operational sustainability.
- Perform other duties as assigned.

Position Requirements:

- Post-secondary degree in Business Administration, Computer Science, Information Systems, or a related field.
- Minimum of five (5) years of progressive experience in IT business process coordination, software implementation, and systems integration.
- Experience leading enterprise software implementations, organizational change management initiatives, and post-implementation optimization activities.
- Strong understanding of administrative systems and cross-functional business processes.
- Proficiency in Microsoft Office Suite, Visio, SharePoint, and project management tools.
- Knowledge of Service-Oriented Architecture (SOA) and integration technologies (e.g., APIs, XML, EDI).
- Familiarity with BI tools such as Power BI and SharePoint BI is an asset.
- Project Management certification (e.g., PMP, PRINCE2) is considered an asset.

Additional Skills and Abilities:

- Ability to make decisions regarding administrative systems within the current technology direction.
- Ability to manage multiple priorities and meet tight deadlines in a dynamic environment.
- Exceptional communication and interpersonal skills, with the ability to engage diverse stakeholders.
- Ability to set priorities working with multiple users, tasks, projects and tight deadlines.
- Excellent analytical, problem-solving, and troubleshooting skills.
- Proficiency in documenting systems and processes using a variety of tools and methods.