



Job Description

Information Technology
Manager

IDENTIFICATION

Job Title:	Information Technology Manager
Supervisor's Position:	Director of Corporate Services
Job Status:	Permanent Full Time – 37.5 hrs. per week
Location:	Town Hall

OVERVIEW

The Information Technology Manager ensures that all computer hardware, office equipment (phones, copiers, printers, security cameras), software, and networks within the Town's Administration are installed and maintained properly. This includes ensuring that all systems are up to date, secure, and functioning as needed to support the Administration's operations.

RESPONSIBILITIES

- Installing and maintaining computer systems, software, and networks
- Troubleshooting technical issues and providing support to users
- Ensuring data security and privacy through the implementation of cybersecurity measures
- Managing software and hardware upgrades and maintenance
- Implementing backup and disaster recovery plans
- Conducting regular system updates and patches
- Developing and implementing IT policies and procedures
- Collaborating with other departments to address technology needs and requirements
- Training staff on IT usage and best practices
- Participating in strategic technology planning to align IT resources with organizational objectives
- Managing the onboarding and offboarding process for staff PCs and access rights

Carry out any other duties related to the major functions of the job as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Technical Expertise: In-depth knowledge of computer hardware, software, networks, and information systems.

Leadership and Management: Ability to lead and manage, oversee projects, and make strategic decisions.

Problem-solving: Strong analytical and problem-solving skills to address technical issues and optimize IT operations.

Communication: Effective communication skills to collaborate with team members, other departments, and external vendors.

Cybersecurity: Knowledge of cybersecurity best practices to ensure data security and privacy.

Strategic Planning: Ability to develop and implement technology strategies that align with the organization's goals.

Budgeting and Resource Management: Skills in managing IT budgets, resources, and vendor relationships.

Adaptability: Flexibility to quickly adapt to new technologies and industry trends.

Project Management: Experience in overseeing technology projects and ensuring timely delivery and quality.

Compliance and Governance: Understanding of IT regulations, compliance standards, and governance frameworks.

WORKING CONDITIONS

Physical Demands

The Information Technology Manager will be required to spend long hours sitting, using office equipment and computers, which may lead to muscle strain. Additionally, there may be occasional light to moderate lifting of supplies and boxes of materials, resulting in mild muscle strain.

Environmental Conditions

The Information Technology Manager primarily works in a controlled office environment that can be busy and noisy. Excellent organizational, time management, and stress management skills are necessary to effectively carry out required tasks.

Sensory Demands

Sensory demands include regular reading and computer usage, which may lead to eyestrain and occasional headaches due to intense focus and concentration required. The municipal office environment may also be noisy and busy, potentially affecting the Information Technology Manager's ability to concentrate.

Mental Demands

As an Information Technology Manager, the ability to work both independently and collaboratively is crucial. Frequent conflicts between staff IT requirements and what can be accommodated can be very stressful for everyone involved.

I certify that I have read and understand the responsibilities assigned to this position.

Employee's Printed Name

Employee's Signature

I certify that this job description is an accurate description of the responsibilities assigned to the position

Supervisor's Printed Name

Supervisor's Signature

I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.

SAO's Printed Name

SAO's Signature

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required for the position.