Assistant Manager Information Technology
Corporate Services Department

Mount Pearl is a vibrant, progressive community with an exceptional quality of community life and a strong sense of home. We are home to 23,000 people who live, work and play here and our economy is dynamic and rooted in innovation and excellence. We are seeking a person to assist in technology development, implementation and maintenance.

The role

Reporting to the Manager of Information Technology, the Assistant Manager Information Technology plays a key role in supporting the City's business processes, computer, network and telecommunications infrastructure, and data security systems and assets; oversees staff; participates in the development and implementation of effective IT systems in alignment with the City's strategic plan, technology plan, business planning objectives and City policy; supports the record management processes; troubleshoots, advises and assists with software, technical support and system architecture; analyzes business processes; and ensures a high level of customer service.

The ideal candidate

This role requires successful completion of a post-secondary program from a recognized university or technical college with major course work in computer science or related field; supplemented by considerable progressive experience in business processes, network management and support in a multi-platform systems environment. Considerable technical knowledge related to information management, telecommunications, multi-platform and data security infrastructure and systems. Demonstrated skills in analyzing information, problem solving, decision making and the ability to meet deadlines and maintain effective working relationships is required.

Our team is the place for you!

The City values fairness and respect, innovation and creativity, flexibility and adaptability and accountability with a focus on public service. The compensation package includes a salary in the range of $69,422-$86,777 per annum and comprehensive programs in health and wellness and a defined benefit pension with transfer-in options.

Review of applications will begin on June 29, 2018.

Interested applicants may apply, in confidence, by submitting a cover letter and resume in PDF format referencing the competition number Competition Number: COR-2018-36-EX to recruitment@mountpearl.ca.

The City thanks all interested applicants. Selected applicants will be notified if invited for an interview. To check the status of competitions or view the detailed job descriptions please visit our website at http://mountpearl.ca/jobs/ or contact Human Resources at 709-748-1094.

JOB DESCRIPTION

POSITION TITLE:	Assistant Manager, Information Technology
DESIGNATED SUPERVISOR:	Manager, Information Technology
DEPARTMENT:	Corporate Services

SUMMARY OF FUNCTIONS:
Reporting to the Manager of IT, the Assistant Manager IT plays a key role in the City's computer, network and telecommunications infrastructure, decision support and data security systems and assets.

As a member of the Management Team, the position liaises with all other City departments, divisions and outside agencies and contributes to the development of the City's business plan and operational policy.

MAJOR DUTIES & RESPONSIBILITIES:

- Participate in the development and implementation of effective IT systems in alignment with the City's strategic plan, technology plan, business planning objectives and City policy.
- Develop and maintain city record management systems; support the record management process; develop security systems to ensure authorized access to systems.
- Contribute to the planning, analysis, and evaluation of medium and longer-term IT options, needs and finances through the provision of reliable data, valuations, and optimized decision-making tools; draft related policies and protocols.
- Ensure the security of the City's computing environment and data; assign security and access privileges for users; monitor traffic and internet usage; address areas of concern and perform investigations in support of human resource matters; troubleshoot technical problems; contribute to the development and implementation of risk management strategies.
- Monitor contracts and service level agreements regarding voice and data communications, computer equipment and multimedia; identify performance issues and assist in the resolution.
- Provide IT troubleshooting, advice and assistance related to software selection, implementation and operation, technical support and system architecture; install and test operating systems and application package systems for users; analyze operating problems in hardware,software and business processes; help to develop and implement changes; assist in providing related resources to users who require unique applications.
- Contribute in the preparation of the annual capital and operating budgets relating to IT, and recommend specifications and cost estimates for related projects.
- Coordinate, develop and deliver training for City staff in IT and information management processes and systems.
- Participate in the implementation and testing of disaster recovery plans.

- Monitor information collection and reporting systems and technology to ensure security, accessibility and accuracy of data in support of business processes and decision-making.
- Evaluate externally supplied programs/packages and recommend course of action; evaluate and maintain hardware and software to meet user requirements; assist in review of hardware and software contracts; foster shared use of technology among users.
- Assist with the development of automated workflows to support business processes.
- Ensure user work stations function correctly on the network; administer an electronic mail system for all users; help to provide security administration and define the network environment.
- Draft analytical and technical specifications, reports, proposals, correspondence and presentations for various stakeholders; conduct studies; participate on project teams; and collaborate on special initiatives.
- Assist with the implementation of process and program improvements including the City's "Make It Better" Program.
- Contribute to external forums, professional discussions and initiatives to remain current regarding new trends and innovations in the field.
- Perform selected duties of the IT Manager in his/her absence.
- Maintain and retrieve information in accordance with the requirements set forth by the Access to Information and Protection of Privacy Act, 2015, and City information management policies and procedures.

NOTE:
The above statement reflects the duties necessary to describe the principal functions of the job and shall not be considered as a detailed description of all the duties of the job.

QUALIFICATIONS:
Graduation from a recognized university or technical college with major course work in Computer Science or related field; considerable progressive experience in network management and support in a multi-platform systems environment; or an equivalent combination of experience acceptable to the City.

COMPETENCIES

- Considerable technical knowledge in the field of assignment and issues relevant to a municipality.
- Considerable knowledge of related information management, telecommunications, multi-platform and data security infrastructure and systems.
- Considerable knowledge/understanding of municipal policies and procedures.
- Demonstrated leadership skills to motivate and inspire others.
- Ability to analyze information, problem solve and make effective decisions.
- Ability to meet deadlines and work effectively under pressure.
- Ability to maintain confidentiality and security.
- Ability to communicate effectively with members of the public in a responsible and professional manner.
- Ability to establish and maintain cooperative and productive working relationships.

- Ability to contribute as a team player with personal commitment to the City's mission, values and guiding principles and safety.

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Chief Administrative Officer

March 6, 2018