

Manager, Information Technology Operations

The Role

Reporting to, and under the direction of the Director of Information Technology, the Manager, IT Operations is responsible for the implementation, administration and management of the district's IT Infrastructure and Operations, ensuring the services they deliver meet the IT department's standards of quality, effectiveness, responsiveness and stability. The Manager leads the Infrastructure and Operations teams through an inspiring, collaborative, hands-on and highly skilled approach that is oriented towards the I.T. department's goals of excellence in customer service, continuous improvement and positive educational and business outcomes through the effective use of technology.

Responsibilities

Leadership

- Works closely with the Director on strategy and the development of tactical IT infrastructure and operations plans and roadmaps that align with department and district goals and objectives
- Leads, along with the Director, IT Service value co-creation efforts through stakeholder engagement, collaboration networks and committee participation
- Co-develops, implements and improves the standard department operating models that drive IT Service Delivery, applying industry frameworks (e.g., ITIL, COBIT, PMBOK)
- Assists with the review, change and implementation of various IT Policies in relation to IT Service Delivery
- Collaborates with stakeholders in the identification of IT service improvement opportunities, the evaluation and selection of solutions and their successful implementation and adoption
- Assists with the management of budgets and expenses for the IT department, optimizes existing resources and makes budgetary recommendations that align with department goals and objectives
- Develops and reviews IT procurement standards of equipment and vendors, performs business case justifications, oversees IT inventory and asset management
- Works closely with the Director and other stakeholders on identifying and mitigating risks associated with IT Operations, including the development, implementation and testing of Disaster Recovery, Business Continuity and Cybersecurity response plans
- May be expected to perform the duties of the Director during their temporary absence from the district

Management of Staff

- Plans, assigns, schedules, directs and supervises the work of staff within the portfolio
- Drives team engagement, ownership and accountability, instilling a positive, 'can do' culture and a service oriented, collaborative and cohesive team environment
- Harnesses potential and talent, and encourages innovation amongst team members in a safe and supportive environment that leads to a high performance, rewarding team experience focused on shared and common purpose and principles
- Evaluates performance and provides positive and effective mentorship, coaching, direction and guidance to staff on both day-to-day decision-making and professional/performance growth. Works with the Director on staff performance expectations, challenges and growth strategies
- Identifies and plans training requirements and opportunities for team members
- Works effectively within the scope of the staff Collective Agreement(s)

IT Operations

- Ensures reliable day-to-day operations of technology infrastructure, including data centre, (on-prem, cloud and hybrid), networks, servers, endpoints, applications and services
- Implements and monitors technology related standards and policies; develops, implements, and communicates related procedures including service level agreements
- Implements the Service Desk tool sets, processes and knowledge base in effective and relevant ways that result in high adoption rates, positive feedback and a pleasing experience for both users of technology services as well as team members
- Manages the Incident, Change, and Problem management processes. Ensures they are being followed, and reports on their effectiveness.
- Prepares and reviews Service Level and Operation Metrics and KPI reports to measure and document service performance against defined service levels and effectiveness of operations. Makes recommendations to align capacity and resource allocation and distribution to ensure performance meets defined and documented expectations. Identifies new opportunities to automate and improve on existing processes
- Manages the lifecycle of IT Operations and Infrastructure components and services from their investigative and implementation stages through to their decommissioning stages, by monitoring and reporting on their utilization, benefits and investments associated with them
- Identify trends and assess opportunities to improve IT Service Management processes, execution and efficiencies; ensures wide and effective adoption of ITSM standards and practices across the teams
- Manages multiple and concurrent projects, adhering to Project Management (e.g., PMBOK) disciplines and methodologies. Works with the Director and staff to implement and adopt Project Management standards and practices in the department
- Ensures the practice of IT asset management, including the maintenance of component inventory and related documentation
- Benchmarks, analyzes, reports on, and makes recommendations for the improvement and capacity planning of the IT infrastructure and IT systems
- Designs, implements, supports, updates and tests disaster recovery and business continuity plans
- Leads Cybersecurity initiatives, performs risk management, develops, implements and reviews mitigation and response/recovery strategies and playbooks
- Creates response and coverage plans and provide hands-on support during emergencies, outages, and service transitions. Provides backup coverage, as required, to other management staff in the Information Technology department. Provides operational support on an on-call basis as required
- Assists with the development of the district's telecommunications (telephony) strategy
- Provides IT Operations and Infrastructure support for the district's Software Development, Information Systems and Data Management and Website services
- Other duties as assigned by the Director of IT

Requirements and Qualifications

- Bachelor's degree in a related field, such as information technology, computer science, or management information systems with a minimum of 10 years of professional experience in IT operations and infrastructure in enterprise environments; or equivalent combination of education and experience

- Minimum 5-7 years recent experience, specific to those listed under "Responsibilities", managing or supervising a team of IT professionals in a complex enterprise environment, ideally in a unionized workplace
- Formal training, certification and leadership experience in ITSM frameworks, Project Management, and Security and IT Infrastructure Systems, with successful enterprise experience in ITSM improvement projects using industry frameworks
- Exceptional and practical (hands-on) expertise on modern enterprise IT infrastructure including cloud technologies, networking technologies, endpoint management, security systems and practices, and disaster recovery
- Experience with successfully leading change, developing high functioning, engaged, customer oriented, collaborative and motivated teams of IT professionals, fostering a culture of accountability and shared success
- Exceptional interpersonal, communication and documentation skills, comfortable speaking and presenting to staff, leadership and a variety of stakeholders
- Exceptional analytical and problem-solving skills
- Organized, structured, able to plan and manage high workloads and multiple priorities gracefully in a fast-paced environment while following best practices, department processes and the principles of excellence in customer service
- Proficiency in the following IT Service areas: data management, business analytics, software development, ERP and website development and support
- A valid BC driver's license and access to a reliable vehicle to use on the job