Job Posting

Supervisor of IT Services

The Supervisor of IT Services is responsible for managing the overall operations of the Municipality's information systems. Key responsibilities areas consist of coordinating day-to-day IT support for staff, network management, personnel management, training, and budgets/purchasing. This position also evaluates and identifies new and improved innovative technologies to enhance service delivery. The Supervisor will also assist in identifying, implementing, and evaluating corporate IT priorities. This role supervises the Desktop Help and Support Administrator.

Please visit our website for more details at www.cumberlandcounty.ns.ca

Deadline for resumes is Tuesday, November 14, 2023, at 1:00 pm.

Please forward your resumes to:

Municipality of the County of Cumberland
Kellie Seaman, Human Resources Generalist
1395 Blair Lake Rd
Upper Nappan, NS B4H 3Y4

kseaman@cumberlandcounty.ns.ca

*Clearly mark your resume "Supervisor of IT Services"

Administration Department: Supervisor of IT Services

Job Title
Supervisor of IT Services

About the Role

The Supervisor of IT Services is responsible for managing the overall operations of the Municipality's information systems. Key responsibilities areas consist of coordinating day-to-day IT support for staff, network management, personnel management, training, and budgets/purchasing. This position also evaluates and identifies new and improved innovative technologies to enhance service delivery. The Supervisor will also assist in identifying, implementing, and evaluating corporate IT priorities. This role supervises the Desktop Help and Support Administrator.

This role requires excellent communication skills, attention to detail, and the ability to manage multiple priorities simultaneously.

The Supervisor of IT Services reports to the Deputy CAO.

Responsibilities and Duties

a. Supervise and provide direction, including day-to-day service priorities, to the Desktop Help and Support Administrator.
b. Ensure that personnel administration is managed within existing personnel policies (i.e., performance review process, position descriptions, time management).
c. Develop and implement information services strategies that help the Municipality achieve a mature and secure information systems environment.
d. Work with staff and senior management to identify IT priorities for annual budgeting.
e. Provide written reports to your Director and Council.
f. Conduct research on best-practices for a municipal IT environment.
g. Provide strategic advice on how to create efficiency and effectiveness in our IT services, software, and other products.
h. Provide project management and consulting support to major organizational wide IT projects.
i. Ensure efficient operations of network systems, including anti-virus software, print services, email provisions, archiving, disaster recovery and secure access for remote users.
j. Coordinate upkeep and maintenance to the network system to allow it to operate efficiently; schedule and oversee installation, upgrades and ensure backup systems operate effectively.
k. In consultation with the procurement coordinator, negotiate and review contracts with suppliers and service providers and ensure that all terms and conditions are met.
l. Coordinate computer training for staff and Council staff.
m. Ensure Council technology is working properly for each Council meeting.

n. Maintain database of all inventories related to software and hardware products including replacement schedules; recommend policies to create standardized replacement schedules.
o. Act as liaison with external service providers to ensure they have current data for accurate delivery of services and to provide additional information they may require.
p. Conduct ongoing analysis/assessments and provide information management reporting in relation to the network system.
q. Create tools for staff to self-help through common IT issues.

Qualifications

a. A Post secondary education in Information Technology.
b. Experience managing information systems.
c. Experience in personnel management.
d. Knowledge of networking, operating systems, and service architectures.
e. Must be familiar with MS products and services.
f. Excellent interpersonal and communication skills.
g. Excellent organizational and time management skills.
h. Previous experience in the public sector is an asset.

A suitable combination of the above will be considered.

Salary, Benefits and Conditions of Employment

The Municipality has an approved salary scale for this position. Placement and incremental increases on this scale are based on qualifications, experience and demonstrated ability to perform the responsibilities of this position.

Level 7	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
	73,840	76,570	79,300	82,030	84,760	87,490

This is a full-time position based at the Municipality's offices in Springhill.

The Municipality's Personnel Policy should be referred to for additional information regarding conditions of employment.