

Manager, Enterprise Information Technology and Transformation



Position Synopsis and Purpose

(A position overview and how it connects to the big picture)

Reporting to the Director of Corporate Services/CFO, the Manager, Enterprise Information Technology and Transformation, provides operational leadership, while working within a corporate strategic direction, which includes but is not limited to advancing digital transformation, modernizing technology services, and ensuring secure, reliable, and innovative solutions that support organizational priorities and business needs.

This position plays an integral role in the development and execution of the IT strategy and is responsible for balancing core activities, such as technology, data governance, cybersecurity, enterprise architecture, infrastructure, business systems, GIS, digital service delivery, etc. The above includes overseeing all related Managed Service Providers (MSPs), Shared Service partners, and technology vendors through clearly defined governance, service level agreements, performance metrics, and improvement initiatives.

While the Township leverages Managed Service Providers and Shared Service partnerships to deliver many technology services, the Manager retains overall accountability for technology outcomes. The incumbent continually assesses service delivery capabilities and integrates in-house and outsourced options to achieve operational and strategic delivery outcomes. When services fall outside contractual responsibilities, service agreements, or operational capabilities the Manager will fill service gaps, deliver technical expertise, resolve complex technical issues, and ensure uninterrupted operations.

The Manager provides direct leadership and mentorship to the Township's IT Help Desk Analyst and shared GIS & Asset Management Coordinator, building a collaborative, customer-focused, and high-performing technology team that effectively integrates with business and service partners.



Major Responsibilities

(What this position does and how they allocate their time)

Description	Approx. Time Spent (%)
Strategy & Governance Assist the Director of Corporate Service/CFO and Governance Committee in the development and implementation of a multi-	25%

Description	Approx. Time Spent (%)
year IT Strategy aligned with corporate priorities, and business objectives. • Provide support and guidance to the technology governance framework through regular updates, policy research, review and recommendations, as appropriate. • Align technology service management with organizational strategies, objectives and emerging opportunities. • Translate strategic priorities into actionable implementation plans and lead initiatives and transformation projects. • Identify emerging trends and recommend/promote investment opportunities to modernize municipal operations through digital transformation, infrastructure modernization, cloud technologies, automation, artificial intelligence, data analytics, GIS, and business process improvement. • Foster strong partnerships with departmental leaders creating awareness of the strategy, initiatives, and services, ensuring technology investments support service excellence. • Lead change management efforts to mitigate impacts and maximize adoption, through deploying strategies including communication, collaboration, education, training, etc.	
Enterprise Infrastructure and Technology Management This position is responsible for the overall management of enterprise infrastructure and technology portfolio to ensure business continuity, including but not limited to the following critical functions: <u>Enterprise Infrastructure:</u> Manage servers, storage, networking, cloud and platform services, data centres, internet connectivity, wireless networks, and telecommunications to ensure reliable and resilient operations. <u>Enterprise Applications:</u> Support, optimize and integrate business applications such as ERP, financial systems, HRIS, records management, productivity platforms, etc. This requires partnering with departments to understand business needs, determine shared responsibility, prioritize initiatives, and ensure technology investments support organizational goals. <u>Cybersecurity & Risk Management:</u> Lead the program through systems, security policies, threat monitoring, vulnerability management, incident response, disaster recovery, business continuity planning, and regulatory compliance. <u>End User Support and Technical Assistance:</u> Provide technical support for employees; manage hardware deployment, software installation,	20%

Description	Approx. Time Spent (%)
account administration, and issue resolution through service management processes. <u>Data Management:</u> Support the governance and maintenance of corporate data assets to ensure quality, accessibility, integrity, safety and compliant regulations. <u>GIS and Business Intelligence:</u> Maintain enterprise mapping and spatial data applications to support business operations and asset management. Where possible, support business lines in the creation of decision-based reporting and analytics. The Township partners heavily on Managed Service Providers to support the above. Where necessary, this position will need to fill service gaps ensuring uninterrupted operations when services fall outside contractual responsibilities, service agreements, or operational capabilities.	
Managed Service Providers (MSP) and Shared Services Serve as the primary relationship manager for all Managed Service Providers (MSPs), Shared Service partners, and vendors. Responsibilities include: • Conduct regular operational and business reviews. • Identify and recommend, to the Director of Corporate Services/CFO and/or Governance Committee, opportunities to expand shared services where they improve resilience, service quality, operational efficiency, or cost effectiveness. • Develop governance frameworks for externally delivered technology services. • Coordinate work across multiple service providers and municipal partners. • Establish and manage Service Level Agreements (SLAs) and expectations. • Monitor performance through key performance indicators, dashboards and scorecards and ensure contractual and service agreement compliance. • Escalate performance concerns and coordinate corrective action plans. • Lead technology procurement, contract renewals, and service reviews. • Foster collaborative relationships with neighbouring municipalities, regional organizations, and shared service partners to maximize value and innovation. Performance shall be measured through indicators, such as but not limited downtime, incident response, recovery times, customer satisfaction, cybersecurity compliance, service quality, etc.	35%

Description	Approx. Time Spent (%)
Resource Management and Administration Provide direct leadership, supervision, coaching, and performance management for the IT Help Desk Analyst and shared GIS & Asset Management Coordinator to deliver consistent, high-quality technology services. Including, • Establishing performance expectations and work priorities. • Conducting performance reviews and development planning. • Supporting professional growth opportunities. • Managing workload distribution and resource planning. Other activities related to overseeing resources and administration include, • Develop annual operating and capital technology budgets, including a review of division staffing levels • Analyze actual expenditure, examine variances, and advise on options in the use of available budget. • Establish enterprise technology lifecycle management plans. • Provide regular updates and key scorecard metrics on service levels, priority initiatives, budgets, workplan progress etc. • Approve expenditures in accordance with approved budgetary guidelines • Ensure projects are delivered on time, within budget, and aligned objectives. • Review and update associated procedures, SOPs and training documentation. • Attend Council, SLT and department meetings, as needed, and prepare associated documents, reports, presentations, etc.	15%
Other • Other duties as assigned	5%

*Note: All activities are expected to be performed in a safe manner, in accordance with the Occupational Health and Safety Act and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.



Decision Making and Independence (Description of types of decision making and independence)

1. **List up to 3 examples of the types of decisions that are made or issues/situations that are dealt with on a regular basis and how judgement is used to resolve them.**

Decisions are guided by corporate objectives, legislation, industry best practices, established policies, service level agreements. However, on a regular basis the manager will,

- Assess and prioritize competing operational demands
- Evaluate cybersecurity risks, vulnerabilities, and determine appropriate mitigation
- Interpret corporate policies, legislation, contractual obligations, etc.
- Analyze technical/business issues, evaluate alternatives, and recommend
- Address routine complaints of a serious nature, within budget/expertise.
- Etc.

Example 1 –

- Managing MSPs within contract and service requirements. Frequent decisions related to managing issues that come up related to infrastructure failures, security concerns, asset replacement priorities.

Example #2 –

- Managing resources to work plan expectations and timelines.

2. **List up to 3 examples of situations or problems that are referred to the supervisor for direction or resolution.**

- Strategy recommendations
- Service level adjustment recommendations
- Escalating issues when performance standards are not achieved
- Resource challenges exceeding budget



Required Training (Description of training required in order to perform the major responsibilities)

- Ongoing certifications as required



Minimum Qualifications (Absolutely cannot do without)

Education (degree/diploma/certifications)

- 4-year university degree in Information Technology, Computer Science, Information Systems, Business Technology, or a related discipline.
- An equivalent combination of education and experience may be considered.

Experience

A minimum of 8 years of progressively responsible IT leadership experience, including,

- Developing and executing enterprise technology strategies.
- Translating business objectives into technical requirements.
- Leading enterprise technology and digital transformation projects.
- Microsoft cloud technologies, hybrid infrastructure, cybersecurity, etc.
- Supervising technical staff.
- Managing Managed Service Providers, Shared Service partnerships, and vendors.
- Enterprise level problem solving and crisis management.
- Resource management, forecasting, and asset planning.
- Developing enterprise level IT governance processes, policies, standards, etc.
- Leveraging KPI's, scorecards and dashboards to monitor and evaluate service.

Knowledge/Skill/Ability

- Strategic leadership
- Regulatory Compliance
- Continuous improvement and change management
- Customer service excellence
- Relationship management, collaboration and team building
- Tact and discretion in confidential or politically sensitive matters
- Critical thinking & problem solving
- Business and resource planning and monitoring
- Project management, contract management and negotiation
- Excellent written and oral communication.
- Data governance theory and principles



Preferred Qualifications (Nice to have)

- Experience in a municipal or broader public sector environment
- ITIL 4 certification
- Certified Information Security Manager (CISM) or similar CCISO, CISSP
- Project Management Professional (PMP)
- Change Management Certification

Related certifications of interest but not preferred to the above.

- Municipal Public Administrator Certification (MAP)
- Microsoft Certified Administrator, Systems Engineer, Solutions Architect, etc.
- Cisco Certified Network Associate CCNA or CompTIA A+ certification

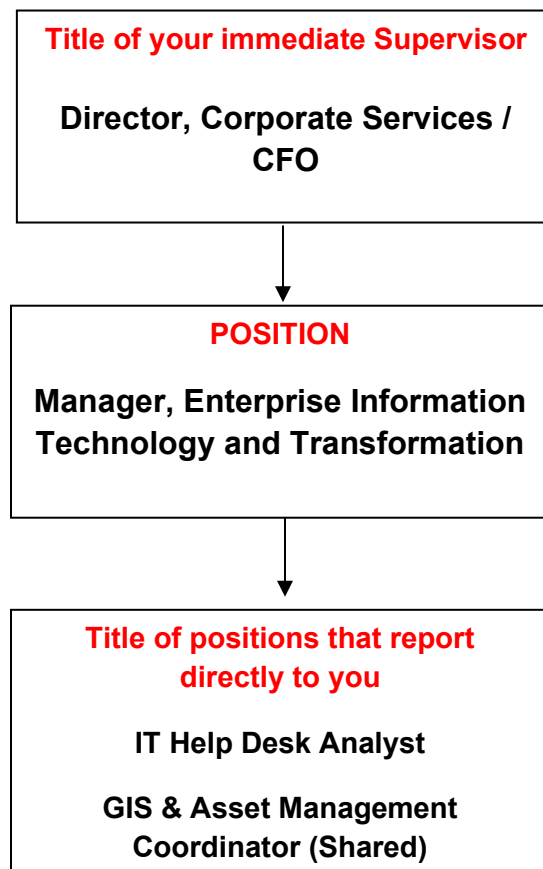


Position Classification (Where this position fits)

Position Title: Manager, Enterprise Information Technology and Transformation	Division: Information Technology and Enterprise Solutions
Department: Corporate Services	Classification:
Work Location: Town Hall	Reports to (Direct): Director, Corporate Services / CFO
Position(s) Supervised Directly: IT Help Desk Analyst GIS & Asset Management Coordinator	Position(s) Supervised Indirectly: External third-party service agreements (MSPs/Share Service Agreements)
Effective Date: May 20, 2020	Revision Date: July 2026
Salary Range: \$107,199.46 - \$131,473.56 (2026)	Hours per Week: 35

Organizational Chart

List the reporting relationship of this position to others within the immediate department.



Created: May 2020

Revised: July 2026