



Supervisor, Technical Services, Information Technology

Full-Time Permanent

J0324-1314

The Town of New Tecumseth is looking for a Supervisor, Technical Services, Information Technology to join our rapidly growing team.

Why work with us?

Our growing community, identified as one of the fastest growing municipalities by Statistics Canada, located about an hour north of Toronto, offers beautiful rural and urban landscapes and diverse opportunities to work in a technologically progressive, public environment.

What we promise:

- flexible work environment, including ability to work from home up to two (2) days per week
- employer paid health and dental benefit packages from day 1
- competitive salaries
- OMERS pension plan
- free gym membership at Town recreation centres
- professional development opportunities

This position is responsible for developing, administering, maintaining, and supporting the Corporation's information technology infrastructure, communications, and peripherals. Position is responsible to ensure an optimal level of customer service and satisfaction, supervising day to day technical support activities, researching, and implementing technology solutions, and ensuring the availability, integrity, and security of all systems.

How you contribute to our organization:

- Plans, develops, administers, and maintains information and communication technologies (IT) including hardware, software, communications, networks, and third-party services to ensure the integrity, availability and security of all systems and services.
- Supervises the Technical Services staff and third-party service providers, assigning tasks, projects and deliverables for operations, and implementations to ensure accuracy, completeness and compliance with IT policies and procedures.
- Monitors and reports the corporate customer satisfaction of IT support. Plans and coordinates effective, efficient IT support and helpdesk services through the strategic use of customer-centric systems, communications, and the assignment of staff.

What you bring to the team:

- Post-Secondary Diploma/Degree in computer engineering technology or an equivalent combination of education, skills, and experience.
- Requires completion of I.T. certifications and demonstrated commitment to a program of ongoing technical skills upgrading.
- Project management training, Microsoft certified systems Engineer (MCSE), Information Technology Information Library (ITILv3), Cisco Certified Network Associate I Professional (CCNA/P), and/ or Microsoft Certified Professional certifications (MCP) would be an asset.
- Minimum 5 years of progressively responsible experience providing information technology support and oversight.
- Considerable knowledge of information technology components, processes and developments including such areas as local and wide area network, server, and workstation operating systems, hardware platforms and configuration options.
- Extensive experience managing large software and hardware implementations.
- Experience in IT infrastructure planning and development including strategies for capacity, resilience and redundancy, security, and continuity.

Salary: \$78,296.40 - \$97,879.60, plus employer paid benefits and OMERS pension plan

Hours: 8:30 a.m. – 4:30 p.m. Monday – Friday (35 hours per week)

Location: New Tecumseth, Ontario

Start Date: May 27, 2024

To apply, please submit a cover letter, resume and copies of the required credentials by April 29th.

<http://clients.njoyn.com/CL3/xweb/xweb.asp?clid=56628&page=jobdetails&jobid=J0324-1314&BRID=EX267573&SBDID=20651&LANG=1>

We thank you for your interest; however, only those selected for an interview will be contacted.

Information collected will be used solely for the purpose of candidate selection, in accordance with the Municipal Freedom of Information & Protection of Privacy Act.

The Town of New Tecumseth is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an interview, please advise Human Resources if you require accommodation.