



City of Brandon Job Description			
<b>Job Title:</b>	Manager of Information Technology – Infrastructure and Service Desk		
<b>Division:</b>	Corporate Services		
<b>Department</b>	Innovation, Technology & Communications		
<b>Section:</b>	Technology, Infrastructure & Service Desk	<b>Affiliation:</b>	OOS
<b>Reports To:</b>	Director of Innovation, Technology and Communication	<b>Status:</b>	Permanent
<b>Pay Grade</b>	6	<b>Level Cap:</b>	8

### **PURPOSE OF POSITION**

Reporting to the Director of Innovation, Technology & Communications, the Manager of Information Technology – Infrastructure and Service Desk assists the Director in the planning, development, coordination and implementation of the enterprise information systems to support both distributed and centralized business operations. The Manager of Information Technology – Infrastructure and Service Desk will be responsible for the day-to-day operations of the Infrastructure and Service Desk team.

### **TYPICAL DUTIES AND RESPONSIBILITIES**

- Guides the day-to-day operations of the Infrastructure and Service Desk team.
- Ensures the services of the team are aligned with the Departments Strategic Architecture and the City's vision.
- Carries out the action plans associated with Departmental goals.
- Focus on maximizing the first call resolution of service desk tickets and ensuring the service desk is continually improving.
- Ensure the data from the helpdesk tickets is being utilized to improve how we respond.
- Responsible for the infrastructure environment and ensuring the environment is kept current with respect to maintenance and equipment.
- Ensure the infrastructure team is effectively utilized to maximize the value to the corporation.
- Liason with the Manager of Information Technology – Project Management and Application Support to ensure related service desk tickets are addressed in a timely fashion.
- Responsible for but not limited to the following areas:
  - Servers, PCs, client devices
  - Network equipment including fibre and wireless links
  - Storage
  - Firewalls
  - System software
  - Voip and land-line phones
  - Cellular devices
  - Audio/Video equipment

- Radio equipment
- Establishes and recommends policies, procedures and standards as they apply to the service desk function and hardware architecture.
- Assists the Director in the preparation of the budget and expenditures as they relate to the team.
- Facilitate proper communication in the team, department, as well as with internal and external parties.
- Ensures safe work practices are followed by staff.
- Manages team staff including participating in hiring, coordinating, coaching and leading activities and participating in daily operations.
- In conjunction with the Director, conducts performance reviews on assigned staff.
- Responsible for the development and implementation of training plans for team staff.
- Influences and inspires others to achieve individual and Departmental goals and objectives.
- Promotes teamwork within the Department.
- Builds and maintains harmonious employee relations while guiding and coaching employees.
- Demonstrates a commitment to the organization by actively participating in committees, programs and organizational initiatives.
- Liaises with service users and providers to ensure the delivery of exceptional customer service.
- Consults with users to analyze needs, determine scope and priorities of requirements related to the Infrastructure and Service Desk area.
- Researches and evaluates hardware/software requirements for the Department and Organization and makes recommendations to the Director concerning acquisition.
- Works closely with the Department Director to identify, recommend, develop and implement projects that support business objectives.
- Acts as a project manager for projects assigned by the Director of Innovation, Technology & Communications.
- Prepares RFP's, bid proposals, Contracts, Scopes of Work and other documentation for assigned projects.
- Makes recommendations on products, services, protocols and standards in support of procurement and development efforts.
- Establishes service level agreements with business units and outside vendors.
- Performs the duties of the Director of Innovation, Technology & Communications when required.

## **POSITION QUALIFICATIONS**

### **SKILLS**

- Demonstrated initiative to independently plan, organize, and prioritize workload leading to successful implementation of comprehensive programs in a constantly changing dynamic environment.
- Demonstrated leadership including establishing focus, providing motivational support, fostering teamwork, and empowering others.
- Demonstrated effective oral and written communication with the general public, other Division employees, City Council, and external organizations, agencies, and regulatory bodies.
- Demonstrated success in securing commitment and support for area of expertise.

- Analytical skills to be able to define problems, collect data, establish facts, and draw valid conclusions.

### **KNOWLEDGE**

- Knowledge of City protocol used to manage situations effectively in all areas of the organization and in the community.
- Practical knowledge of the principles and practices of planning and management as related to the team and department.
- Understanding of the division's management and its link to business strategy and vision.
- Extensive technical knowledge of related Information Technology industry.

### **ABILITIES**

- Ability to apply various management concepts and practices to effectively plan, organize and direct the activities of the Division.
- Ability to establish rapport with people, influence opinions, attitudes, or judgements.
- Ability to resolve issues in a timely manner.
- Willingness to participate in training and self development programs.
- Willingness to adapt to new technological changes and improvements.
- Ability to hold and maintain a valid Manitoba Class 5 driver's license.
- Working at the highest level of technical support, deals with complex issues requiring considerable latitude and ingenuity for problem resolution.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **MANDATORY QUALIFICATIONS & EXPERIENCE**

- Grade 12, G.E.D., or Mature High School Diploma.
- Post secondary diploma, degree or certification from a recognized technical training institute.
- Requires a minimum of 5 years relevant experience in the field of information technology.

### **PREFERRED QUALIFICATIONS & EXPERIENCE**

- Diploma or certification in Service Desk fundamentals would be an asset
- Two (2) years' experience in a supervisory/managerial role would be an asset.
- One (1) year experience being responsible for a service desk would be an asset.

NOTE: The qualifications are not intended to limit the opportunities for interested candidates but provide the candidates with an understanding of the level of expertise required in this position.

## **WORK CONDITIONS**

### **PHYSICAL CONDITIONS**

The duties of the Manager are carried out in an office environment with some activities requiring travel to other facilities or work sites.

- Sits at a desk using keyboard and office equipment (daily).
- Uses hands, arms, shoulders at various counter heights (daily).
- Stands, walks, climbs, or other movements necessary to attend and demonstrate skills in the work environments of the Division (daily).
- Required to operate a motor vehicle (frequently).
- Presents to large and small groups (frequently).

## **PSYCHOLOGICAL/STRESS CONDITIONS**

The Manager's work load and environment may affect employee emotional or stress levels.

- Interruptions and requests in multiple areas (daily).
- Dealing with upset customers on the telephone and in person (daily).
- Demanding issues involving employees and/or union groups (frequently).
- Participate in group decision making and projects (frequently).
- On call to manage emergency situations, scheduling problems, and operational needs (frequently).

## **WORK CONDITIONS**

The Manager works independently and as part of the team providing support to a variety of people.

- Self motivated and quality driven to perform independent projects (daily).
- Wide variety of tasks requiring ability to manage multiple projects and make independent decisions (daily)
- Work in a shared and consultative manner with other employees (daily).
- May be necessary to travel throughout the City and visit various facilities or work sites in all types of weather conditions (daily).

NOTE: The conditions described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Department Head:** \_\_\_\_\_

**Human Resources:** \_\_\_\_\_

**Date:** \_\_\_\_\_