

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT (INFORMATION TECHNOLOGY DIVISION - BUSINESS APPLICATIONS - LOCATION – 28 JAMES ST. N.)

TECHNOLOGY SUPERVISOR - CUPE 1041

SUMMARY OF DUTIES

Reporting to the Supervisor, Business Applications, the Technology Supervisor is responsible for developing and implementing technology strategies for the Recreation Division. Develops effective and innovative approaches to technology to facilitate best practices and service delivery in co-operation with Recreation staff and management.

GENERAL DUTIES

Provides direction, leadership and coordination of teamwork, motivates and encourages staff to achieve high levels of performance and productivity; fosters a work environment which supports customer service, innovation and quality of service.

Prepares and monitors annual technology budget for program area of responsibility; prepares various monthly and quarterly reports for approved budget as required. Identifies budget impacts, works within budget and monitors program revenue.

Supervises and monitors the delivery of technology services for Division.

Participates in interviewing, hiring of personnel; undertakes orientation, training, scheduling, disciplining, performance evaluations, union matters and confidential employee issues.

Coordinates hardware and software upgrades in cooperation with IS & Strategic Services.

Assesses staff efficiencies, development opportunities, and provides coaching and mentoring.

Conducts performance appraisals to increase the standard of service excellence and provides regular follow-up with team.

Instructs staff on tasks, goals, processes and performance standards.

Assists with monitoring, evaluating and refining the Division's technology strategy.

Researches and makes recommendations for hardware and software solutions to support the Divisions best practices in cooperation with IS & Strategic Studies.

Maintains and enhances database structures for improved effectiveness.

Establishes system testing criteria for database structural changes and software upgrades.

Researches and assesses new products & technologies; recommends technical changes.

Prepares and prioritizes recommendations and advises management of the impact of alternatives.

Directs departmental projects to improve operational efficiency through technology from initial stages to final implementation.

Coordinates projects between the City, Contractors and Consultants. Liaises and provides direction to outside Contractors and Consultants.

Creates custom applications upon request by the Manager, Business Support Services, enhances and customizes major system applications for specific needs of various sections.

Provides reports from various Recreation databases including Crystal Reports for the purpose of analysis, benchmarking, reports, studies and promotional material (digital & print).

Establishes end-user training programs and user guides; provides training and guidance to end-users.

Provides presentation templates for management and staff and provides technical presentation services for management.

Receives and answers enquiries from staff, other departments and outside agencies.

Designs and administers the Division's electronic and manual filing system, including archiving.

Develops procedures for Division's network connectivity.

Represents the Division on the Community Services IT Committee.

In cooperation with the Corporate Services Department maintains the Division's hardware inventory.

Works directly in establishing standards and core values, delivering programs and analyzes options for new ways of working and improving results while sponsoring new initiatives.

Participates in meetings related to Recreation technology issues.

Represents the Division on various community, internal and departmental committees relating to technology.

Ensures that employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties. Ensures that all employees perform work in accordance with applicable Health and Safety legislation and all City of Hamilton department and corporate policies and procedures. Ensures that appropriate action is followed for those employees who do not work in compliance with legislations, policies and procedures.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. A University Degree or Community College Diploma in Computer Technology or a combination of equivalent education or previous related work experience.
2. Excellent verbal and written communication skills, with the ability to communicate appreciatively and effectively with all levels of staff, management, public/private sectors and the public.
3. Demonstrated excellence in customer based service delivery.
4. Excellent organizational and management skills with demonstrated ability to plan and organize work, set priorities and meet deadlines.
5. Progressive work experience/knowledge in the areas of technology and databases.

6. Excellent evaluation and analytical skills and the ability for strategic thinking.
7. Demonstrated decision-making and problem solving skills dealing with challenging situations.
8. Ability to work independently and in a team setting. Ability to exercise discretion, judgment and work with a degree of autonomy.
9. Excellent organizational, time management skills and multi-tasking skills.
10. Strong working knowledge of CLASS, DAY, Word, Excel, Microsoft Outlook, Project, PeopleSoft and database software.
11. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
12. Must possess a Class "G" Driver's License valid in the Province of Ontario and be able to maintain same.
13. Provision of a vehicle for use on the job.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREFORE IS REQUIRED AFTER HIRE.