

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT (INFORMATION SERVICES DIVISION – LOCATION – 55 YORK BLVD., 6th FLOOR)

DIRECTOR, INFORMATION TECHNOLOGY

GENERAL DUTIES:

Reporting to the General Manager, Finance & Corporate Services provides strategic leadership to a specialized workforce engaged in the analysis of services and recommendation of improved methods, systems or techniques to support the delivery and integrity of Information Services to the Corporation and the public.

SUMMARY OF DUTIES:

Participates in strategic planning and operational governance processes of the business organization as a member of the Department Management Team.

Acts as an advocate for the organization's IS vision through regular written and in-person communications with the organization's executives, department heads and end users.

Provides creative vision and divisional leadership through consultation with an effective division management team.

Uses a "best practices" approach in developing and delivering quality services in a timely and cost effective manner.

Develops business case justifications and cost/benefit analysis for Information Services spending and initiatives.

Approves, prioritizes, and controls projects and the project portfolio as it relates to the selection, acquisitions, development and installation of major information systems.

Promotes and oversees strategic relationships between internal Information Services resources and external entities, including government, vendors and partner organizations.

Ensures the Information Services business and system operation adheres to application laws and regulations.

Promotes teamwork and integration between units within the division and with other parties participating in cross-functional and cross program initiatives.

Develops and empowers staff through delegation of responsibilities and accountabilities, through regular feedback, and by providing development opportunities and technical direction.

Monitors the operations and projects within the Division to ensure safety, service quality, cost-effective and timely delivery of services, and environmental and legislative compliance.

Oversees the development and monitoring of annual operating and capital budgets.

Attends public meetings to present the City's position/actions to the public, media and outside government bodies.

Participates and regularly act as main spokesperson in discussions on Information Services issues.

Responds to issues and queries raised by Council.

Ensures compliance with Provincial and Federal statutes and regulations and municipal by-laws and policies.

Monitors and examines market conditions and emerging trends that impact the Municipal sector.

Negotiates on certain projects the retainment of external consultants.

Responds to various corporate, community, provincial or federal proposals for service initiatives, changes or enhancements.

Provides professional consultation, including reports to Council and its Committees.

Directs development and execution of an enterprise-wide disaster recovery and business continuity plan.

Reviews hardware and software acquisition and maintenance contracts and pursues master agreements to capitalize on economies of scale.

Coordinates and facilitates consultation with stakeholders to define business and systems requirements for new technology implementations.

Keeps current with trends and issues in the Information Services industry including current technologies and prices. Advises, counsels, and educates executives and management on their competitive or financial impact.

Assesses and makes recommendations on the improvement or re-engineering of the Information Services organization.

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 corporate and departmental policies and procedures. Ensures that appropriate action is recommended for those employees who do not work in compliance with legislation, policies or 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. Progressively responsible senior management experience preferably in both Information Technology and business capacities normally acquired by attaining a University degree in Computer Science or an equivalent combination of education and experience.
2. Highly developed analytical and business planning skills with a proven track record for long-term visioning and big picture thinking.
3. Highly developed ability to lead and inspire others.
4. Demonstrated competency to manage a specialized workforce utilizing pro-active management skills.
5. Highly effective leadership, facilitation, communication, presentation, interpersonal and organizational skills.
6. Experienced in designing and delivering customer focused programs and services.
7. Ability to deal effectively with elected officials, representatives of other levels of government, management, peers, staff and the general public.
8. Demonstrated financial management skills in developing, implementing and monitoring Division budgets.

9. Excellent inter-personal skills and ability to deal with elected officials, government departments, all levels of management, staff and the general public.
10. Excellent communication skills both verbal and written.
11. Possess a demonstrated record of strong leadership and guidance, customer focus, innovation/creativity, team advocacy, staff delegation, empowerment, staff development and results orientation.
12. Possess a high level of personal integrity and sound judgement.
13. Knowledge of collective bargaining process.
14. Demonstrated knowledge of the Health & Safety Act and applicable regulations as it relates to the position.
15. Thorough proven knowledge and understanding of statutes, regulations and by-laws affecting the department/section.