

## CITY OF HAMILTON

### CORPORATE SERVICES DEPARTMENT (INFORMATION SERVICES DIVISION – LOCATION 55 YORK BLVD)

#### MANAGER, INFRASTRUCTURE & OPERATIONS

##### SUMMARY OF DUTIES:

Reporting to the Director, Information Services, the Manager, Infrastructure and Operations leads the planning, organization and operation of all aspects of the enterprise computing infrastructure (data center, enterprise servers, client server, storage devices and systems, hardware and software, etc.) in the provision, management, storage, operation, security, scheduling, support and maintenance of the networks (voice and data) and infrastructure.

The Manager, Infrastructure and Operations directs the efficient operation of the City's network, client servers, databases, and equipment. This includes managing the IS staff responsible for monitoring and diagnosing network, infrastructure and hardware problems, including second level support to users. The Manager also oversees the IS service desk and all levels of support, responding to questions and requests from city staff and the broader user community.

The Manager, Infrastructure and Operations will stay on top of emerging technologies and changes in the IT landscape. Identify and research technologies that are right for the City of Hamilton, and develop/refine adoption strategies.

The Manager works closely with the IS Senior Management Team and decision makers in other departments to identify, recommend, develop, implement and support innovative, cost-effective technology solutions that meet the business needs of the City.

As a member of the IS Management Team, the Manager of Infrastructure and Operations provides the leadership, infrastructure knowledge and advice, contributing to the design of and implementation of the methods, practices and policies governing the design, development and use of the hardware and software used to transfer information (data, images, voice) among computing systems and devices.

##### GENERAL DUTIES:

Designs and implements short and long-term strategic plans to ensure infrastructure capacity meets existing and future requirements in light of City business strategies and trends in usage. Strategic decisions are made in collaboration with City senior management and/or the executive team,

Develops, implements and maintains policies, procedures, and associated training plans for infrastructure and network administration

Participates in the development of IS strategies in collaboration with the IS Management team. Provide advice and recommendations to the Senior Management team on strategic network infrastructure and operations spending.

Performs corporate cultural analysis and develop change strategies that are flexible and adaptive in collaboration with the IS Management Team to support effective adoption of new infrastructure, applications, technologies and related processes.

Conducts research and provides recommendations on products, services, protocols, and standards in support of all infrastructure procurement and development efforts. Provides insight on emerging technologies, trends and changes in the IT landscape. Identifies and validates those technologies that are right for the City, and develop the best strategy for adoption and implementation.

Establishes infrastructure service level agreements or service level commitments with business units in alignment with other areas of IS

Develops standards and procedures for new technology configuration and implementation in collaboration with the Chief Technology Architect; monitor and enforce standards

Manage and maintain business relationships with the management of the user departments

Establishes and manages delivery of quality services through the establishment and monitoring of Key Performance Indicators (KPI) for operations and for end-user service delivery.

Oversees the support, management and administration of contracts for technology spending on IS services and products across the City. This includes overseeing the execution of requests for proposals (RFPs). This will require the definition and facilitation of communication between the City and its providers in order to deliver products and services according to plan and within budget

Oversees the preparation of RFPs, bid proposals, contracts, scope of work reports, and other documentation for infrastructure projects and associated efforts.

Negotiates with vendors, outsourcers, and contractors to secure infrastructure-specific products and services.

Manage the deployment, monitoring, maintenance, development, upgrade, and support of IT infrastructure systems, including networks, data centers, servers, PCs, operating systems, and associated hardware.

Oversees the delivery of projects using standard project management practices and methods.

Develops business case justifications and cost/benefit analyses for IT spending and initiatives.

Approves purchase of equipment and supplies in order to meet operational requirements of the business.

Analyzes existing operations and make recommendations for the improvement and growth of the IT infrastructure and IT systems.

Manages and sets priorities for the design, maintenance, development, implementation and evaluation of all infrastructure systems, including LANs, WANs, Internet, intranet, security, wireless implementations and voice solutions.

Plans, organizes, and manages staff and overall operations to ensure the stable operation of the City's IT infrastructure. This includes developing, maintaining, supporting, and optimizing key functional areas, particularly network infrastructure, server infrastructure, data communications, and telecommunications systems.

Manages the provision of first and second level support services to the end user for all technology hardware, software and applications issues through operation of the service desk and dispatch of desk side support staff

Establishes and maintains regular written and in-person communications with the organization's executives, decision-makers, stakeholders, department heads, and end users regarding pertinent IS activities.

Manages operations staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions.

Directs and administrates a contingent of network analysts and technicians, and where necessary, conduct performance reviews and corrective action.

Verifies that the proper and formal operating documentation for current and planned system solutions are in place, including the following:

Capacity Planning,  
Remote Access,  
Disaster Recovery,  
Offsite Media Storage,  
Solution Backup Strategy,  
End User PC backup strategy

Practices asset management for IT hardware, software, and equipment, including maintenance of component inventory and related documentation.

Oversees operations-related projects and project portfolio.

Plans and deploys infrastructure security measures.

Coordinates with the IS Management Team to effectively and efficiently utilize IS resources – including personnel and equipment – across the IS organization.

Manages and develops operational and capital budgets and forecasts to support strategic and operational requirements

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.

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

## **QUALIFICATIONS**

1. University Degree in field of Computer Science, Information Systems, or equivalent with ten (10) years of relevant experience in the field with demonstrated leadership capability including five (5) years direct experience managing team(s) responsible for technical service for hardware/software engineering, support and maintenance in LAN/WAN and multi-platform environment and/or infrastructure and network communications maintenance.
2. Demonstrated progressive supervisory experience.
3. Experience with multi-platform environments and infrastructure architectures.
4. Knowledge across multiple technical areas and business segments relevant to the City's network and infrastructure architecture.
5. Knowledge of HR practices and policies relating to the hiring, retention and performance management of direct reports.
6. Knowledge of network security practices and experience in interpreting the applicability of local and federal laws/regulations to City operations.
7. Ability to prioritize and execute tasks in a high-pressure environment and make sound decisions in emergency situations.
8. Good Knowledge of the ITIL standard.
9. Knowledge of the City and IS department's goals and objectives preferred.

10. Strong technical knowledge of network and PC operating systems, including [..].
11. Strong technical knowledge of current network hardware, protocols, and standards, including [...].
12. Experience working in a team-oriented, collaborative environment.
13. Proven experience in IT infrastructure planning and development.
14. Knowledge of and experience in utilization of project management principles.
15. Exposure to business theory, business processes, management, budgeting, and business office.
16. Proven analytical and problem-solving abilities.
17. Ability to make sound and logical judgments.
18. Demonstrated leadership and personnel/project management skills.
19. Strong interpersonal, written, and oral communication skills.
20. Proven organizational skills and the ability to work with very tight deadlines and competing priorities.
21. Demonstrated ability to challenge, lead and inspire others to excel in an environment that fosters innovative approaches to problem-resolution.
22. Excellent written and verbal communication skills, facilitation skills and presentation skills, a team leader and mentor possessing highly developed negotiation and conflict resolution skills.
23. Ability to interact and communicate effectively at all organizational levels.
24. Strong leadership skills with personnel/project management skills.
25. Demonstrated ability to work effectively with colleagues and client departments in identifying and meeting the needs of the division.
26. Well developed analytical skills, with developed innovative and solution oriented problem solving skills.
27. Demonstrated knowledge of the Health and Safety Act and applicable regulations as it relates to the position.
28. Ability to manage a budget effectively.
29. Must possess a Class "G" Driver's License valid in the Province of Ontario and be able to maintain same.

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