

CITY OF HAMILTON

LAST UPDATED: August 28, 2020

CORPORATE SERVICES DEPARTMENT

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

IT CONTRACT SPECIALIST

SUMMARY OF DUTIES

Reporting to the Supervisor, IT Contract & Vendor Management, the IT Contract Specialist provides expert support and guidance for the development, analysis and administration of contracts for spending on IT services and products across the City.

The IT Contract Specialist provides the mentorship, expertise for the development and execution of requests for proposals (RFP), requests for quotations (RFQ), request for information (RFI) invitations to bid (ITB) and other 'go to market' initiatives. The IT Contract Specialist will also establish and maintain vendor relationships by fostering communication between the City and its providers in order to ensure that products and services are delivered according to contract details

GENERAL DUTIES

Develops Request for Information (RFIs), Request for Proposal (RFPs) and business cases related to IT spending across the organization in collaboration with IT Management team and stakeholders.

Develops and maintains standardized templates including re-usable content for RFPs, RFIs and other request for services and/or products that are routinely issued.

Monitors and interprets data relevant to program to assist with priority setting, program implementation and evaluation. Monitors and reports on status of issued and in process RFP's and purchase agreements, escalating delivery problems as necessary to affect minimal impact to the operation of IT within the City.

Mentors and provides guidance to junior staff in contract and vendor management on procurement and financial processes.

Conducts research on vendors, products and services, reviews vendor information, identifies and qualifies vendors for specific requirements. Maintains an approved vendor listing and/or database, tracking system and provides recommendations for suitable vendors?

Recommends standards and procedures for evaluating products and services in collaboration with the Supervisor, IT Contract & Vendor Management.

Delivers metrics, for measuring and determining vendor performance, service delivery, quality and pricing.

Reviews performance results and makes recommendations for correction to the Supervisor, IT Contract & Vendor management to ensure satisfaction with delivered products and services. Addresses any problems or concerns.

Establishes vendor relationships by conducting quarterly and annual business reviews for major vendors.

Collects documentation and data to defend the City's interests and to reduce its risk exposure related to vendor/contractor claim.

Develops and maintains IT product and service contracts, including procurement, development, and consultant contracts. Provides interpretation of contract terms and mediates disagreements in coordination with the Supervisor, IT Contract and Vendor Management.

Monitors vendor performance in collaboration with IT stakeholders, against service level agreements, examines measured results for problem determination and root cause analysis. Takes appropriate action to correct failed activities, functions and processes. Manages and guides service activities to maintain and enhance the gains achieved through corrective actions. Ensuring contractual requirements are met during execution and final phase.

Develops, and delivers techniques, practices, and procedures for contract formation and administration in a manner that best protects the City's interests in collaboration with internal stakeholders (Legal, Risk, Procurement, IT Security, Privacy Officers, Finance)

Implements and maintains change control processes and procedures in contract administration, in collaboration with the Supervisor, IT Contract and Vendor Management and stakeholders.

Manages change within the established contractual parameters with respect to contracts and negotiates with Vendors as required.

Administers contract change management and contract closure procedures.

Negotiates terms, non-disclosure agreements, and other related issues with consultants, contractors, freelancers, and other third-party agents in collaboration with Finance and Purchasing

Establishes and maintains regular written and in-person communications with vendors, city staff regarding pertinent contract strategies and activities.

Where necessary, provides appropriate contract and subcontract information to accounting and purchasing departments.

Develops Council presentation material related to RFP's and contracts, as requested by Supervisor, IT Contract and Vendor Management

May be assigned to an initiative or project requiring the individual to take direction from other IT Unit Manager and/or Project Manager.

Acts on behalf of Supervisor, in his/her absence as required.

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

QUALIFICATIONS

1. University Degree or College Diploma in Computer Science, Information Systems, Computer Technology, Business Administration or related discipline or an equivalent combination of education and relevant business experience.
2. Demonstrated experience in progressively responsible positions in the information technology industry.
3. Experience with the preparation of RFPs contract tender documentation and a working knowledge of information technology hardware, software and application specifications.
4. Experience in public sector procurement.
5. Knowledge across multiple technical areas and business segments relevant to the City's information technology - network and infrastructure architecture and business applications.
6. Well-developed planning and organizational skills, with developed innovative and solutions-oriented problem-solving skills.
7. Knowledge of project management fundamentals.

8. Knowledge of fundamental ITIL standards.
9. Ability to prioritize and execute tasks in a high-pressure environment and make sound decisions in emergency situations.
10. Experience working in a team-oriented, collaborative environment.
11. Knowledge of and experience in the utilization of project management principles.
12. Proven analytical and problem-solving abilities.
13. Ability to make sound and logical judgements.
14. Strong interpersonal, written, and oral communication skills.

SALARY:

Salary Grade 6

\$ per annum

HOURS:

35 per week

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
