

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT
(INFORMATION TECHNOLOGY DIVISION – INFRASTRUCTURE & OPERATIONS - LOCATION – 55 YORK BLVD., 6th FLOOR)

IS BUSINESS INITIATIVES CO-ORDINATOR – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Contract Administration, the IS Business Initiatives Coordinator is responsible for: the preparation and monitoring of the Information Technology (IT) Divisions service level agreements with contracted parties and contracts; preparing regular reporting for Senior Management: reviewing the on-going savings and expenditures related to specific IT contracts, conducting regular performance reviews with existing vendors and leading service management reviews. Overseeing new and existing IT technology to ensure most efficient usage, by monitoring and analyzing trends in usage in order to recommend efficiencies and potential savings. Assists in defining contracts which support business goals in collaboration with IT Management and stakeholders.

GENERAL DUTIES

Co-ordinates and leads regular reviews with vendors to ensure that the required financial targets in IT contracts are being met and oversees the achievement of targeted reductions in equipment and targeted savings as laid out in IT contracts.

Collaborates with IT management to develop and maintain IT print equipment strategies and co-ordinates the negotiation, preparation and monitoring of the Division's service level contracts.

Responsible for assisting staff with the completion of Requests For Information and Requests For Proposals. Develops templates to assist IT sectional staff with the preparation of Requests for Information (RFI) and Requests for Proposals (RFP).

Performs data collection and trends analysis for technology usage using workflow software and makes recommendations for changes to improve efficiency and performance.

Prepares regular reports to all levels of management, regarding technology usage throughout the City, highlighting, problems encountered, as well as overall results achieved on existing contracts.

Maintains an agreement, (i.e. service level, licence, inventory, etc.) tracking database to ensure the timely review and renewal of such contracts.

Works with the IT Service Desk to coordinate new equipment delivery and installation and allocation.

Responsible for designing and conducting performance reviews and audits on equipment acquisitions and contracts.

Resolves and any discrepancies associated with the contracts and escalates if necessary.

Processes and makes recommendations on requests for new equipment following entitlement policy.

Develops Key Performance Indicators (KPI's).

Responsible for the co-ordination, functional guidance and direction responsibilities over others as well as project teams.

JOB DESCRIPTION # 6627

Monitors contract performance for compliance with organizational needs and requirements, including follow-up checks for corrective action and escalates if necessary.

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

Co-ordinates and maintains communications with City staff regarding IT equipment and the policies and procedures regarding the on-going management of IT equipment acquisition and usage.

Responsible for participating in the development of divisional policies and procedures, goals and objectives.

Develops, executes and collates results of customer satisfaction surveys.

Works with vendors and IT Service Desk to organize training for staff during major IT equipment deployments.

Works in accordance with the provisions of the 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 major responsibilities of the position.

QUALIFICATIONS

1. University Degree or College Diploma in Business Administration, Information Systems, Computer Technology or related discipline.
2. Progressive work experience/knowledge in the areas of agreement administration, cost recovery/analysis.
3. Excellent verbal and written communication skills, with the ability to communicate effectively with all levels of staff and management.
4. Excellent organizational and time management skills. Demonstrated ability to organize work, set priorities and meet deadlines.
5. Previous experience in and knowledge of the principles, practices, policies and procedures of municipal contracts and budgets.
6. Previous project management experience in conducting business process reviews and developing policies and procedures.
7. Knowledge of IT service level management.
8. Ability to deal tactfully with vendors and suppliers who provide a broad spectrum of products and services.
9. Demonstrated ability to research, analyze and interpret statistical, financial and business practices information.
10. Must have excellent problem solving and negotiation skills.
11. Working knowledge of Microsoft Office programs (Microsoft Outlook, Word, Excel, MS Project and database software).

