

## CITY OF HAMILTON

### CORPORATE SERVICES DEPARTMENT

(INFORMATION SERVICES DIVISION – INFRASTRUCTURE & OPERATIONS - LOCATION – 55 YORK BLVD., 6<sup>th</sup> FLOOR)

### INFRASTRUCTURE AND CONTINUOUS IMPROVEMENT CO-ORDINATOR.

#### SUMMARY OF DUTIES

Reporting to the Manager of Infrastructure and Operations, coordinating initiatives and providing technical knowledge in a variety of staff resource configurations, or working as a sole contributor. The Infrastructure and Continuous Improvement Coordinator is accountable for ensuring that assigned tasks are delivered with due consideration to the identification and control of schedule, cost and the management of associated risks. The Infrastructure and Continuous Improvement Coordinator provides leadership, guidance, technical competence, innovative problem solving, and achieves results through effective teamwork. The Infrastructure and Continuous Improvement Coordinator may lead specific IS initiatives such as infrastructure implementations and enhancements. The Infrastructure and Continuous Improvement Coordinator may be assigned to one or more initiatives as a team lead and/or a team member, and provides coaching to other IS and business resources.

#### GENERAL DUTIES

Collaborates with all levels of Infrastructure and Operations staff to develop, oversee and maintain IS continuous improvement initiatives. Makes recommendations for changes to improve efficiency and performance and prepares regular reports to IS Management regarding IS technology and service performance.

Monitors technology for compliance with organizational needs and requirements, coordinates large infrastructure requirements related to site accommodations, including follow-up checks for corrective action and escalates if necessary.

Works closely with the Infrastructure and Operations staff to coordinate the successful implementation of new Infrastructure and Operations initiatives and where necessary, provides appropriate information to accounting and purchasing departments.

Coordinates and maintains communications with IS and City staff regarding IS equipment and the policies and procedures.

Promotes teamwork and provides direction to cross-functional and cross-departmental teams provides clearly defined goals and objectives, functions as a mentor to Infrastructure and Operations staff, motivates, coaches and provides advice to Infrastructure and Operations staff on initiative issues.

Provides trends analysis to Information Services management and the business divisions on the future direction of desktop computing, how that direction will affect the City, and how future and current technology can benefit the organization.

Researches, compiles and analyses information with regard to core business infrastructure needs for the purpose of defining and developing medium and long term goals with regards to software version compatibility for all desktops and laptops.

Coordinates and leads pilot roll-outs as required in collaboration with all sections of Infrastructure and Operations.

Prepares oral and written presentations to management and reports regularly on the status of infrastructure initiatives.

Prepares and delivers committee and council presentations on infrastructure and continuous improvement initiatives.

Prepares recommendations and outlines service procedures for Infrastructure and Operations use.

Assists in defining contracts which support business goals in collaboration with Infrastructure and Operations Management and Stakeholders.

Monitors and reports to IS Management on user satisfaction and provides input/recommendations for changes that will increase/improve user satisfaction.

Investigates, develops, recommends and implements policies and procedures that enhance organizational effectiveness and creates a supportive work environment

The Infrastructure and Continuous Improvement Coordinator uses a “best practices” approach in seeking new methods, systems, research and analysis to support continuous improvement in the delivery of services provided by Infrastructure and Operations.

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

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.

May be required to work flexible hours as necessary.

### **QUALIFICATIONS**

1. University Degree or College Diploma in Computer Science, Information Systems, Computer Technology or related discipline, or work related experience.
2. Knowledge across multiple technical areas and business segments relevant to computing and network infrastructure.
3. Previous experience in and knowledge of the principles, practices, policies and procedures of contracts and budgets.
4. Experience in managing Infrastructure related initiatives, conducting business process reviews and developing policies and procedures.
5. Excellent verbal and written communication skills, with the ability to communicate effectively with all levels of staff and management.
6. Excellent organizational and time management skills. Demonstrated ability to organize work, set priorities and meet deadlines.
7. Knowledge of IS service level management. (ITIL)
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. Must possess thorough knowledge of the current suite of Microsoft productivity tools, including PowerPoint, Excel and Word. Microsoft Project and web-based applications an asset.
12. Must possess a valid “G” driver’s license