

CITY OF HAMILTON

COMMUNITY & EMERGENCY SERVICES DEPARTMENT **(ONTARIO WORKS DIVISION – LOCATION – TBA)**

SUPERVISOR, SYSTEMS SUPPORT

The Community & Emergency Services Department is committed to its people and is dedicated to building a strong and healthy community. We are passionate about making a difference and are recognized for our excellence. We offer a respectful and supportive workplace that provides life-long learning opportunities, leadership, innovation and performance excellence.

We are looking for high performing public servants who are interested in experiencing a challenging, rewarding, enjoyable and fulfilling career. The successful candidate will demonstrate an ability to provide excellent public service in a respectful, courageous, empathetic, just and ethical manner. Your ability to set and achieve personal goals, professional goals and contribute to the goals of the organization will result in high job satisfaction. The goal of the Ontario Works Program is to support those in need so they may achieve self-sufficiency and maximize their quality of life.

SUMMARY OF DUTIES

Reporting to the Manager, Integrity & Support, the Supervisor, Systems Support provides day to day oversight to a multi-functional workforce engaged in delivering and transforming Social Assistance Service Delivery. Working collaboratively with other supervisors, ensures that the Ontario Works business and system is effectively supported to meet the standards, allocations and mandates of all pertinent legislation, policies and procedures, including electronic and paper filing, IT room, technical and user support services for Provincial/Federal/Corporate automated systems that support mandated programs. Supervises the overall design and development, and content management of the City of Hamilton Ontario Works intranet site.

The Supervisor, Systems Support will help coach and mentor staff through major changes in service delivery, improving processes to meet future needs and the provincial vision for reform. This includes, but is not limited to assisting in establishing and achieving service section goals, program and data review and analysis, systems support, records management, contingency planning, budget preparation and monitoring. – was on latest draft – should leave in, still valid?

GENERAL DUTIES

As a member of the leadership team in Ontario Works, leads and supports the transformation of service delivery to integrated human services. Responsible for cost effective administration and timely delivery of service and program; adheres to the standards, allocations and mandates of all pertinent Federal, Provincial and Municipal legislation, policies and procedures.

Provides direction, leadership and coordination of teamwork. Directly supervises a team of system support technicians and manages their day to day work and performance including scheduling, establishing priorities and delegation of duties to staff, ensuring maximum utilization of human resources. Supervises the daily operations of the Ontario Works IT room, responsible for client cheque production, daily client letters and provincial reports.

Monitors and evaluates employee performance, career development and succession planning activities. Motivates and encourages staff to achieve high levels of performance and productivity through open and transparent setting of goals and expectations which are aligned to the City's strategic plan and departmental goals and objectives. Provides consistent feedback, coaching, recognition and developmental support. Offers opportunities to facilitate employee growth and development. Responsible for the hiring, orientation, training coordination, scheduling, attendance management, disciplining and performance evaluations of employees. Coaches and mentors staff through support and guidance for staff development as required.

Analyzes changes occurring in the internal/external environment to determine what program, operational or policy action must be taken to ensure continued compliance with standards. Ensures the provision of quality service delivery of the program by assisting the Manager in the development of an annual program operational work plan ensuring alignment with divisional, departmental and the City's plans. Interprets and ensures compliance with municipal and departmental policies and procedures such as Attendance Management and various specific by-laws. Provide input to the Manager on strategic and operations regarding the program.

Approves vacation, flex time and overtime requests in keeping with the operational needs of the Ontario Works Division.

Provides advice and application support to the division in the area of technology by participating on project teams designed to review and analyse application solutions.

Assists with monitoring, evaluating and refining the Division's technology strategy.

Researches and makes recommendations for hardware and software solutions to support the Divisions best practices in cooperation with IT. Maintains and enhances database structures, establishes system testing criteria for database structural changes and software upgrades.

Uses Project Management to oversee divisional projects through technology from initial stages to final implementation.

Designs and administers the Division's electronic and manual filing system, including archiving.

Using Corporate Services Department defined processes, maintains the Division's hardware inventory (PC/Laptop, telephones, printers, etc.), and makes recommendations for optimization of asset use.

Manages and maintains IT room operations, working collaboratively with network, facility and hardware/software vendors to ensure timely problem resolution.

Reviews issues and problem logs relating to IT room operations, prioritizes outstanding issues and develops resolution plan. Maintains strong communications with IT Division and business leaders on availability and planned shutdowns.

Oversees, and coordinates activities related to the reviewing, diagnosing and resolving client hardware and software issues. Recommends procedures and controls for problem prevention.

Coordinates activities relating to researching, analyzing and implementing software patches and/or hardware changes to fix identified deficiencies.

Coordinates hardware and software upgrades in cooperation with IT Division.

Reviews and approves and/or recommends expenditures relating to IT room hardware, software, licenses and supplies to meet operational requirements.

Assists the IT Division on assessing network risks and developing risk management strategy and contingency plans.

As required, leads and/or collaborates on business case development, planning, scheduling and purchasing of business applications technology; prepares Requests for Proposals, and evaluates bids for purchasing additional software and services.

In collaboration with the Manager, develops, writes, monitors and maintains the policies and business processes for the business unit.

Represent respective areas in labour relations issues including participation in labour management meetings, providing input for Collective Agreements and grievance settlements.

Establish and maintain an effective network of communication between senior management and employees, various public and private sector agencies, user groups, constituents, city departments and other levels of government. Works collaboratively, inclusively and respectfully with community partners and with other government agencies.

Informs and supports the coordination preparation and monitoring of annual budget for area of responsibility.

In collaboration with the Manager, research and draft council reports, providing statistical and financial information, and making recommendations for program enhancements.

Delivers verbal and written communications to their team and other stakeholders on a range of complex issues. Facilitates regular business unit meetings.

Ensures that their employees are provided with and use the appropriate equipment, material and/or procedures required to perform the assigned duties.

Ensures Occupational Health & Safety policies, programs and practices are implemented, maintained and integrated into all aspects of planning and decision-making within the business unit. Recommends appropriate action for employees who do not work in compliance with legislation, policies and procedures.

Perform other duties as assigned which are directly related to the responsibilities of this position.

QUALIFICATIONS

1. University Degree or College Diploma in Computer Science, Information Systems, Computer Technology or related discipline or an equivalent combination of education and relevant business experience.
2. Progressive supervisory experience in an information and technology setting, preferably in a unionized environment.
3. Experience managing team(s) responsible for client support, desktop support, customer service and/or production support in multi-platform environments.
4. Knowledge across multiple technical areas and business segments relevant to the City's desktop hardware and software architecture.
5. Experience extracting information, identifying and troubleshooting problems.
6. Experience supporting and troubleshooting basic client hardware and software products including operating systems, hardware components and peripherals, business software, email applications, internet and utility software.
7. Strong technical knowledge of PC operating systems such as Windows XP.
8. Experience maintaining client relationships and delivering to established service levels.
9. Knowledge and experience navigation vendor knowledge bases including Microsoft and Oracle.
10. Knowledge of the City's business divisions and technology would be an asset.
11. Working knowledge of networking systems (DNS, WINS, Active Directory).
12. Computer proficiency in the current Microsoft Office Suite of products including Outlook, Word, Excel and PowerPoint.

13. Possesses a demonstrated record of strong leadership and guidance, client service focus, team advocacy with the ability to effectively supervise a multi-disciplinary workforce with the ability to motivate and develop a team of staff.
14. Highly developed interpersonal skills and political acuity with the ability to interact and communicate effectively at all organizational levels.
15. Well-developed change management and organizational skills, with developed innovative and solution oriented problem solving skills.
16. Demonstrated ability to work effectively with colleagues, direct service staff in identifying and meeting the needs of the division.
17. Excellent verbal and written communication skills, presentation and facilitation skills, possessing highly developed negotiation and conflict resolution skills.
18. Knowledge of Project Management fundamentals.
19. Knowledge of ITIL Standards.
20. Proven analytical and problem-solving abilities.
21. Strong leadership skills.
22. Ability to make sound and logical judgment.