

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT (GENERAL MANAGERS OFFICE – LOCATION – 71 MAIN S. W., 4^h FLOOR)

MANAGER, TECHNOLOGY SERVICES PED

SUMMARY OF DUTIES

Reporting to the Director, Open For Business Initiative, the Manager, Technology Services PED, provides management, leadership, direction and guidance to technical staff, and monitors their output and overall performance results, with an emphasis on managing the Department's AMANDA system. This position is a core contributor to the City's Open for Business Initiative and enhancing customer service excellence in the Department. The Manager, Technology Services PED, is responsible for the management of information technology (IT) services, and support to AMANDA and various systems and applications used within the Planning & Economic Development Department (PED). This role ensures the effective delivery, development and implementation of departmental IT initiatives, enhancements and projects. The manager is responsible for coordinating and ensuring the timely process through which IT support service and problems are controlled, escalated, and resolved.

The Manager, Technology Services PED, monitors the quality of service, and seeks feedback from PED business users both on site and remote locations. This role employs a continuous improvement cycle for problem control, escalation and resolution processes. The Manager will help to position Hamilton as a leader in digital development approvals monitoring and the development of key performance indicators, along with initiatives to streamline approval processes through the provision of digital development applications.

GENERAL DUTIES

Provides leadership, direction, and day to day management including daily supervision, work assignment, scheduling, communication, monitoring, skills development and disciplinary actions.

Oversee the ongoing development and implementation of the AMANDA System in PED.

Provides and fosters team environment that promotes effective and quality delivery of services.

Conducts staff performance reviews, regular coaching, mentoring and counselling, skills development and management of overall performance.

Schedules and assigns work to staff to maintain required service levels based on PED priorities and severity.

Provides regular monitoring and reporting on support service levels and project progress status.

Negotiates and defines service levels and agreements/commitments in collaboration with line Managers and Directors in the PED Department.

Participates in PED IT Advisory Board and chairs the AMANDA Steering team to collaborate with PED Management, business users and IS CRM to establish requirements, standards and measures for quality and service level expectations, coordinate departmental and divisional IT priorities, and ensure compliance with IT Governance policies and strategic priorities.

Prepares reports and conducts presentations to Department and Divisional management teams, Committee, or Council for various initiatives, and project proposals or progress updates.

Guides the provision of Tier 1 and Tier 2 software and hardware support including provision of technical advice, guidance and informal training to clients using hardware and software programs.

Defines, develops and revises processes to identify, track, escalate, resolve and report PED IT project or support issues.

Performs problem logging, recognition, research, escalation, resolution, tracking and collection of client feedback.

Oversees and coordinates activities related to the reviewing, diagnosing and resolving client hardware and software issues and updating support system application, including the AMANDA system.

Collaboratively develops section goals, work plans and objectives by participating in strategic planning sessions.

Manages the hiring process and conducts interviews, prepares candidate exams and actively participates in selection process.

Monitors budgetary accounts in accordance with established corporate policies and procedures. Manages day to day financial commitments of running the section.

Researches issues through access to vendor knowledge databases to enhance quality of problem resolutions. Initiates and manages contact/communications with hardware, software and peripherals vendors as required to resolve user issues/problems.

Identifies opportunities for corporate and departmental efficiencies and improvement through business process reengineering.

Coordinates activities related to completion of root cause analysis, developments of checklists for typical problems and recommends procedures and controls for problem prevention to IS Management.

Defines, maintains and improves processes to identify, track, escalate, resolve and report customer problems.

Collaborates in developing and implementing technical service restorations and troubleshooting procedures for identifying, testing and diagnosing PED applications and systems with technical staff from vendor(s) and the Information System Division.

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.

Ensures the City's compliance with Accessibility for Ontarians with Disabilities Act (AODA) when purchasing and deploying desktop computing equipment (Computers, monitors, mice, keyboards, etc.)

Ensures the City's compliance and fulfilment of Municipal Freedom of Information and Privacy Act (MFIPPA) requests for access to information held on public record as required.

Works in accordance with the provisions of 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 responsibilities of the 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. Five to seven years IT Project Management or Application Analyst experience with two to four years of direct supervisory experience.

3. Experience managing team(s) responsible for client support, delivering IT projects, and/or production support in multi-platform environments.
4. Experience with and strong technical knowledge of the AMANDA software application.
5. Knowledge across multiple technical areas and business segments relevant to the Planning and Economic Development hardware and software architecture.
6. Experience managing line staff, including administration of performance appraisals.
7. Demonstrated strong leadership and personnel/project management skills.
8. Knowledge of project management fundamentals.
9. Knowledge of ITIL or COBIT standards.
10. Experience extracting information, identifying and troubleshooting problems.
11. Experience maintaining client relationships and delivering to established service levels.
12. Knowledge and experience navigation vendor knowledge bases including Microsoft and Oracle.
13. Strong technical knowledge of PC operating systems such as Windows XP.
14. Working knowledge of networking systems (DNS, WINS, Active Directory).
15. Working knowledge of email technologies such as Microsoft Outlook.
16. Proven analytical and problem-solving abilities.
17. Strong interpersonal, written, and oral communication skills