

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(HAMILTON WATER - CUSTOMER SERVICE & COMMUNITY OUTREACH - LOCATION – 330 WENTWORTH STREET NORTH)

SENIOR PROJECT MANAGER – WATER INFORMATION SYSTEMS

SUMMARY OF DUTIES

Reporting directly to the Manager of Customer Service and Community Outreach, the Senior Project Manager of Water Information Systems, will oversee the day to day operations, staff and strategic planning of Hamilton Water's (HW) Information Systems business unit.

This unit provides information services primarily for Hamilton Water; as well as other City departments, divisions, sections and external partners. These services include supporting the day to day operations of HW through maintaining water, wastewater, stormwater asset inventory and computerized maintenance management system (CMMS).

RESPONSIBILITIES (INCLUDING BUT NOT LIMITED TO)

Provides leadership and direction for the Water information Systems (WIS) team who manage information systems, GIS, data analytics, application support and development.

Sets work and quality standards, leads by example, and continually looks for opportunities for improvement.

Provides feedback and observations on performance for IT (Information Technology) systems utilized within the Water Information Systems (WIS) business unit.

Ensures data integrity, automation processes and reporting for all water, wastewater and stormwater service requests, work orders, programs, asset information, contracts and costing.

Manages staff performance and development, and holds staff accountable to deliver high quality work efficiently.

Manages benchmarking and data collection initiatives for HW.

Represents HW on corporate committees such as the Public Works Information Technology committee.

Ensures that the unit operates in accordance with City and Provincial guidelines with minimal disruption to the public and are operating in the most effective and efficient manner consistent with legislative requirements, the City of Hamilton's By-laws, Mission, Vision and Strategic Plan.

Prepares and delivers a variety of financial, operational and planning reports/presentations related to the unit's performance.

Procurement and evaluation of software as well as management of vendors that are directly related to the Unit's core operations.

Obtains and manages performance of outside resources where required (i.e. consultants/contractors)

Develops, manages and monitors the business unit's budget and annual reporting.

Develops processes and procedures relevant to the unit, ensuring compliance with City standards, policies and quality management systems.

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

Ensures that they and all for whom they provide oversight for 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 who do not work in compliance with legislation, policies and procedures.

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

QUALIFICATIONS

1. Proven knowledge of the theories and practices of Computer Science or Information Management usually acquired by obtaining a University or Community College degree, or a combination of related education and relevant work experience.
2. Must be able to demonstrate relevant experience and technical competence gained through progressively responsible positions in the area of information systems, GIS, data analytics, or application support and development.
3. Proven experience in managing several staff members, including responsibility for obtaining new talent and delivering performance appraisals.
4. Required working knowledge of relational databases and geospatial systems.
5. Must have background in data management and knowledge of reporting platforms.
6. Knowledge/experience in asset inventory systems.
7. Familiarity with these systems is considered an asset: Enterprise ESRI Suite of Products, MSSQL, Oracle, Infor Suite of Products (IPS, EAM, Birst), Power BI, FME and SSRS/SSIS.
8. Proven experience and accountability for preparing and managing significant operational budgets.
9. Proven experience managing vendors, consultants and/or contractors
10. Demonstrated record of leadership, facilitation, communication, presentation, analytical, interpersonal and organizational skills.
11. Proven ability to work independently and as part of a team.
12. Must possess a high level of personal integrity
13. Experience working in a unionized environment is an asset.
14. Must possess a valid Class "G" Driver's Licence.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

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