



MANAGER OF INFORMATION AND COMMUNICATIONS TECHNOLOGY SERVICES

July 11, 2024

COMPETITION #24-137

Permanent Full-Time Position

Timmins, ON

Effective August 2024

SALARY RANGE: \$97,458.64 - \$115,609.32

Reporting to the Superintendent of Business, the Manager of Information and Communications Technology (ICT) is responsible for the management of the Board's Information Technology Department, including technology and communications systems serving the administrative and educational needs of the Board. The Manager is responsible for coordinating the daily operations of the service desk, identity management systems, cloud collaboration platforms, and cloud hosting environments, and developing, implementing, and reporting on strategies that respond to the needs of schools and of the business departments. Through collaboration and exemplary customer service, they will assist with daily operational management activities, including training, guidance, supervision, coordinating the workload and assignment of information technology staff and contractual service providers. The Manager will ensure that ICT functions are conducted efficiently, in compliance with relevant legislation, regulations, standards, and in accordance with our mission, policies and Catholic values.

DUTIES AND RESPONSIBILITIES:

- Manage daily operational activities including training, guidance, supervision, coordinating work, and assigning work for all information technology staff and contractual service providers;
- Plan, coordinate and supervise the day-to-day operations within the Information Technology Service Management (ITSM) system (escalation, workflow, and process execution);
- Participate as an active technological resource to support the ICT team with escalations, and provide oversight and expertise in key areas including identity management systems (MS AD, M365, Azure, SSO and MFA), online collaboration platforms (Microsoft 365 and Google Workspace), and networking infrastructure and design;
- Create frameworks and contingency plans to ensure consistent and reliable operation of the Board's operating systems for both business and educational functions;
- Develop and implement both short-term and long-term strategic plans for the maintenance and enhancement of ICT services;
- Create project management and resource allocation plans to ensure projects are completed on time, within budget, and in alignment with required parameters;

- Participate in, and when necessary, coordinate or complete, the successful delivery of Ministry-mandated data submissions;
- Manage inventory and coordinate the deployment of all ICT resources and related systems and hardware;
- Manage the ICT department's operating and capital budgets, including forecasting budget needs, in consultation with the Manager of Finance and the Senior Team;
- Negotiate sales and service agreements with vendors, and coordinate Requests for Proposal and tender documents for the procurement of ICT resources, hardware and services;
- Create, review, and update ICT-related Board policies and administrative procedures, in collaboration with the relevant stakeholders and in response to both education and business needs;
- Ensure exemplary customer service and solid customer relationships through the accurate and timely monitoring of and response to key services, security, and privacy impacting situations, including appropriate escalation management;
- Collaborate and liaise with Ontario K-12 sector partners, with a focus on identifying innovative opportunities and best practices to improve efficiency;
- Ensure compliance with relevant guidelines, legislation, collective agreements, negotiated settlements, and vendor contracts;
- Performs all other related duties as may be required under the Acts and Regulations of the Province of Ontario or assigned by the Director of Education or by the Board through the Director of Education.

REQUIRED QUALIFICATIONS AND SKILLS:

- Post-secondary degree in Computer or Information Technology, or a related field;
- Minimum of 5 years of progressively increasing work experience in diagnosing and solving computer-related problems in a large, diverse computing environment;
- Minimum of 5 years of relevant work experience, demonstrating an increasing level of responsibility in relation to the supervision and management of projects and personnel;
- Experience in a management role with a proven record of achievement and success (preferred);
- Core technical certification, including:
 - ITIL v3/4 Foundations;
 - Microsoft Certified: Identity and Access Administrator Associate;
 - Microsoft Certified: Security, Compliance, and Identity Fundamentals;
 - Microsoft Certified: Azure Administrator Associate;
- Strong and proven knowledge of Office 365 and Microsoft 365 implementation and support;
- Proficient hands-on experience in working with Workstations, Servers, Firewalls, Switches, Virtual Infrastructure, Cloud Services, and AV equipment;
- Experience deploying and supporting Microsoft identity services (Active Directory, Azure AD, SSO, MFA, etc.);
- Experience deploying and supporting a Microsoft Azure Workspace, Host pools, virtual servers/computers, backup, networking, and firewalls;

- Proven communication and leadership skills that support successful working relationships with a variety of stakeholders (i.e. ability to communicate complex technological problems to non-technical staff, ability to resolve conflicts, ability to create energy and enthusiasm for progressive change).
- Strong time management skills to ensure performance of all duties, with exceptional attention to detail;
- Excellent analytical, organizational, and problem-solving skills.

Please quote competition number on your application. Interested applicants must forward a resume highlighting education and experience and the name and addresses of three professional references. Applications should be sent to the undersigned no later than **August 1, 2024 at 12 PM (noon)**.

**Mélanie Bidal-Mainville, Manager of Human Resources
Northeastern Catholic District School Board
hr@ncdsb.on.ca**

**We wish to thank all applicants, however,
only those selected for an interview will be contacted.**

**We are an equal opportunity employer.
Candidates requiring accommodation in accordance with the Ontario *Human Rights Code* are asked to contact hr@ncdsb.on.ca**

Glenn Sheculski
Chair of the Board

Tricia Stefanic Weltz
Director of Education