



## POSITION VACANCY

Call Number:	<b>2023 - 06</b>
Position:	<b>Senior Manager of IT Infrastructure &amp; Client Services</b>
Type of Vacancy:	Permanent
Work Schedule (hours & days):	8:30 am to 4:30 pm Monday to Friday (35 hour work week)
Location:	City Hall, 4310 Queen Street, Niagara Falls, Ontario
2022 Salary Range:	\$98,654 to \$123,317
Date Posted:	January 11, 2023
Closing Date:	<b>January 27, 2023 at 4:00 p.m.</b>

Full details on this position is attached. To apply, please submit your cover letter and resume at [www.niagarafalls.ca](http://www.niagarafalls.ca) (**Careers and Employment**). Applications must be submitted online and will be accepted until 4:00 p.m. on **Friday, January 27, 2023**.

The City of Niagara Falls is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environments. Upon request, the City will accommodate the accessibility needs of applicants under the Ontario Human Rights Code and *Accessibility for Ontarians with Disabilities Act (AODA)* throughout all stages of the recruitment, selection, and interview process. Personal information is collected under the authority of *The Municipal Act* and will only be used to determine suitability for this position. We thank all applicants for their interest, but only those advancing through the selection process will be contacted.

Human Resources

Attachment

**CITY OF NIAGARA FALLS**

**POSITION DESCRIPTION**

**Corporate Services – Information Systems**

This description reflects the general details considered necessary to describe the principal functions of the position identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in such classification.

**POSITION TITLE:** Senior Manager of IT Infrastructure & Client Services

**POSITION SUMMARY:** Oversees all network related equipment and software and to assist in all aspects of the City's Information Systems. Ensure that all IT cyber security standards are in place and maintained.

**RESPONSIBLE TO:** Director of Information Systems

**SUPERVISES:** IT Security Administrator  
Network Administrator  
Systems Administrator  
Senior Systems Technician  
Junior Systems Technician

**RESPONSIBLE FOR:**

1. Assist all departments with all their technology, security & communications projects. Coordinate IT resources as needed.
2. Working with the director co-ordinate all contract negotiations with hardware vendors and ensure that proper budgets are in place.
3. In cooperation with the network team; perform complex operating system and network security investigations.
4. Performing and reviewing vulnerability evaluations of software and hardware such as workstations, servers and network devices.
5. Providing technical resolution for complex system issues and root cause analysis on security events and incidents.
6. Managing the IT Operations team.
7. Reviews security features of new systems, ensuring they meet existing security requirements and policies
8. Develops an Information Security Awareness program.

9. Directs engagements by managing junior staff or contractors to meet project commitments
10. Develop and implement a corporate disaster recovery plan.
11. Ensure that a proactive approach to customer service is delivered to all employees.

**POSITION REQUIREMENTS:**

Minimum is a four (4) year degree in Computer Engineering or an approved related field.

Five (5) years' experience in the operation, maintenance and management of a wide area network including Microsoft Windows Server and Microsoft Exchange Server.

Microsoft Certified Systems Engineer [MCSE] certification.

CISSP or other security certifications preferred

Revised: November 30, 2022