

EXTERNAL JOB OPPORTUNITY

POSITION:	DEPUTY CHIEF INFORMATION OFFICER, DIGITAL WORKPLACE & IT SERVICE MANAGEMENT	JOB POSTING #:	2024-0356
POSTING PERIOD:	Tuesday, July 16, 2024 at 8:30 AM to Tuesday, August 6, 2024 at 4:30 PM		
DEPARTMENT:	Information Technology	UNION:	Non-Union
LOCATION:	Various	JOB CODE:	NU0681
POSITION STATUS:	Regular Full-Time	GRADE/CLASS:	NU15
# OF POSITIONS:	1	RATE OF PAY:	\$139,437.57 to \$169,487.58 annually
POSITION #:	00006101	SHIFT WORK REQ'D:	No

DUTIES:

Reporting to the Chief Information Officer (CIO), the **Deputy Chief Information Officer (DCIO), Digital Workplace & IT Service Management**, will play a pivotal role in the implementation of the Council approved Corporate Technology Strategic Plan (CTSP) adopted in 2023. You will be providing oversight in the strategic delivery of Technology Services related to digital workplace, technology, cloud, and service management. You will lead a team dedicated to technology infrastructure, digital workplace including digital tools and cloud strategy/migration and corporate technology service management, governance, transformation, risk management, and the execution of the technology roadmap associated with CTSP. The DCIO will be leading the team towards a collaborative and performance-based culture, implementing transformative change, and delivering high-quality technology services throughout the City.

The DCIO will provide leadership in the areas of:

Strategic Planning:

- Work closely with the CIO and in alignment with the CTSP, set direction for technology operations, infrastructure, digital workplace, and service management team.
- Assist the CIO in strategic allocations for corporate investments in the value-add initiatives aligning with corporation strategic objectives.
- Manage IT department operational and strategic planning, including business requirements, project planning, and organizing and negotiating the allocation of resources.

Budget Management:

- Budget management, including planning and monitoring, reporting, resource management and allocation, financial forecasting, cost analysis, and risk assessment for operational and capital budgets.
- Develop and review budgets for and from IT department divisions and ensure they comply with stated goals, guidelines, and objectives.
- Oversight of vendor contracts, renewal of contracts; seek opportunities for consolidation and managing contracts with the allocated budget.

Program Delivery:

- Establish guidelines and provide oversight on program delivery. Ensure the success of complex technology programs and projects related to digital workplace and service management; oversee risk, quality, and optimal program delivery; as required to assist with reporting on projects, program delivery and performance through presentations to Senior Corporate Leadership, Mayor and City Council.

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DUTIES CONTINUED:

Partnership & Relationship Management:

- Develop ongoing positive working relationships within Technology Services and Corporate Partners to foster collaboration and service excellence in cross-functional teams, and act as a trusted advisor to senior leadership across the Corporation.
- Build collaborative relationships with City stakeholders and senior management, providing information where Technology Services may add value and support program operations.

Culture and Team Leadership

- Cultivate an environment which encourages creativity and innovation by welcoming diverse perspectives, promoting healthy debate and re-assessing the status quo; and
- An environment where each team members understand their role in relation to the overall goals of their team and department; thereby enhancing the culture of equity and accountability among staff.

Operational Management

- Review internal application processes to ensure they align with strategic vision, business processes and tactical planning.
- Define and communicate project milestones, service level agreements, and resource allocation to executive team, department leads, support staff, and end users.
- Review performance of IT systems to determine operating costs, productivity levels, and upgrade requirements.
- Benchmark, analyze, report on, and make recommendations for the improvement of the IT Infrastructure and IT Systems.
- Authorize and oversee the deployment, monitoring, maintenance, development, and support of all hardware and software based on department needs.
- Develop business case justifications and cost/benefit analyses for IT spending and initiatives.
- Direct research on potential technology solutions and implementations in support of new initiatives, opportunities, and procurement efforts. Oversee provision of end-user services, including help desk and technical support services.
- Develop and implement all IT policies and procedures, including those for architecture, security, disaster recovery, standards, purchasing, and service provision.
- Oversee negotiation and administration of vendor, outsourcer, and consultant contracts and service agreements.
- Manage IT staffing, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions.
- Establish and maintain regular written and in-person communications with the organization's executives, department heads, and end users regarding pertinent IT activities.

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QUALIFICATIONS:

- Must have a university degree in Computer Science, Information Technology, Business Information Systems, Business Administration or related programs or Ontario Ministry of Education Equivalency and a minimum of six (6) years of experience in managing and/or directing an IT operation;
- **OR** Must have an Ontario Secondary School Graduation diploma combined with a 3-year Community College diploma in Computer Sciences, Information Technology, Business Information Systems, Business Administration or related programs or Ontario Ministry of Education equivalencies and over ten (10) years of experience in managing and/or directing an IT operation;
- Must be a critical, solution-focused thinker;
- Must have a track record of developing and managing large scale projects, complex transformation programs and IT infrastructure strategic planning and development;
- Must have good understanding and technical knowledge of current network and PC operating systems, hardware, protocols, and standards and experience with systems design and development from business requirements analysis through to day-to-day management.
- Must possess expertise in leading the development of enterprise architecture, guidelines, and models.
- Must have experience in project delivery methodologies, including waterfall and scaled agile, concepts of rapid prototyping and user centric design processes, experience with establishing and reporting on program success measures and governance to support delivery objectives and change management tactics.
- Must have superior communication and relationship development skills with the ability to simplify complex technology details into concise, tactful key messaging and ability to communicate comfortably with all levels of an organization.
- Must possess political acumen with the ability to work closely with council and senior leadership.
- Must have experience in technology procurement and external partner, vendor, contract management.
- Must have proficiency in Windows based software including Word, Excel and graphic software.
- Should have knowledge of the Occupational Health and Safety Act, its regulations and knowledge of the hazards associated with the work.
- Will be required to complete and remain current as per the requirements of the Corporation's Management Certificate Program.
- Progression through the Art of Supervision Program Certificate or a supervisory program of a similar nature, is considered an asset.
- The physical demands analysis associated with this job indicates a sedentary level of work.
- Must have the ability to travel to off-site locations in a timely and expedient manner as required. If method of travel is by vehicle, a current valid and lawful Driver's License is required in accordance with the Highway Traffic Act and must provide a driver's abstract as a condition of employment.

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INFORMATION OFFICER,
DIGITAL WORKPLACE & IT
SERVICE MANAGEMENT **JOB POSTING #:** 2024-0356

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HOW TO APPLY:

- An online application is available and must be completed and submitted by no later than the posting period noted. Internet access is available at your local library branch.
- If you require assistance to apply online, please contact recruitment@citywindsor.ca or call (519) 255-6515.
- The City of Windsor strives to protect all personal information submitted via the internet in response to job postings. We will not ask you to provide your social insurance number or banking or other financial information. Sometimes things happen that are beyond our control. We cannot guarantee that data in our system is immune from unauthorized access. Please have this in mind when you decide to respond to job postings.

NOTE:

- **Only those applicants selected for an interview will be acknowledged.**
- We offer a smoke-free office environment.
- Personal information is collected under the authority of the Municipal Act, c. 25 as amended, and will be used to determine eligibility for employment.
- The Corporation of the City of Windsor is an Equal Opportunity Employer.

In accordance with the Accessibility for Ontarians Act, 2005 and the Ontario Human Rights Code, the City of Windsor will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If selected to participate in the recruitment, selection and/or assessment process, please inform the City of Windsor Human Resources staff of the nature of any accommodation(s) that you may require in respect of any materials or processes used to ensure your equal participation.