SAANICH POLICE DEPARTMENT
ADMINISTRATION DIVISION
MANAGER OF IT SERVICES
JOB DESCRIPTION
 (Last Revision: 2017/02/21)

POSITION SUMMARY:

The Manager of IT Services reports to the Inspector in Charge of the Administration Division and is responsible for the overall strategic planning, management, and direction of all internal IT functions. The Manager ensures that all computer systems, applications, telephony, and digital media are fully functional 24 hours a day, 7 days a week, including data storage, security, accessibility, backup procedures, and disaster recovery.

The Manager oversees and directs a team of technical staff, currently three (3), by communicating job expectations, assigning duties, coordinating and evaluating work, coaching, counseling, career development, adherence to policy and procedure, annual assessments and discipline. The incumbent must demonstrate strong interpersonal communication skills, including the ability to effectively manage critical issues and resolve conflict.

As a resource to senior staff, the Manager will have strong planning, analytical, and problem solving skills and be able to forecast technological changes, advancements, and trends, ensuring strategic objectives are achieved, and solutions are supported by best practices that meet organizational needs, goals and objectives. This includes preparing an annual budget, scheduling expenditures, analyzing variances, and initiating corrective action.

MAJOR ACCOUNTABILITIES:

MANAGEMENT OF STAFF AND OPERATIONS

- Oversees the management of civilian IT personnel in the Police Department including recruitment, selection, interviewing and hiring of staff;
- Coordinates the scheduling of work assignments, shifts and on-call availability, maintains employee time records, evaluates employee performance, and provides direction and guidance to staff;
- Provides effective leadership and development through coaching, mentoring, training, performance management and discipline;
- Maintains a positive work environment, and empowers employees to contribute to organizational success;
- Builds strong, open, and collaborative working relationships characterized by mutual respect with others;
- Prepares and implements organizational change, and influences others towards a desired direction with integrity to achieve organizational goals and objectives while fostering shared organizational values;
- Works well under pressure with an ability to manage a high volume of work, meet deadlines, and prioritize work effectively and efficiently.

COMMUNICATION

- Communicates and consults with internal and external stakeholders including staff, other agencies, and product vendors;
- Researches and implements best practices to industry standards;
- Liaises with other agencies on best practices and developments;
- Participates in the procurement of IT projects and infrastructure acquisitions;

- Reviews and revises IT contracts, services, and fees;
- Negotiates and provides recommendations for hardware / software acquisition arrangements;
- Conducts needs assessments including consulting with staff to assess impact and requirements of technology on existing and new business practices and processes.

ADMINISTRATION
- Participates in Senior Management meetings and decision making in relation to technical security, budget, personnel, strategic planning and policies;
- Assists with internal investigations involving unauthorized and inappropriate use of information and technology by staff;
- Develops business plans to maintain and advance technology to meet objectives consistent with organizational needs and department goals;
- Oversees the development and implementation of all policies, practices, and standards relating to information technology;
- Prepares annual budgets relating to all computer and telephony equipment and technologies, including capitol amortization forecasting and long term evergreen planning;
- Establishes short and long term architecture and technologically-based strategic plans.
- Investigates, analyzes, and implements alternate service delivery models;
- Coordinates the ongoing development and maintenance of infrastructure systems;
- Develops long term staffing plans that anticipate future needs.

TECHNOLOGY
- Organizes and oversees the implementation of software upgrades and routine maintenance activities for office automation equipment;
- Plans, organizes, directs, controls and evaluates the operations of all networks, infrastructure, applications and security protocols in support of the Saanich Police Department's strategic and operational plans;
- Provides expert technical guidance, and prepare reports and recommendations to senior management on technological matters;
- Maintains appropriate security protection and backup of electronic documents.

KNOWLEDGE, SKILLS, AND ABILITIES
- Ability to maintain strict confidentiality and security of information in all aspects of their work;
- Ability to effectively coach, mentor, and manage unionized personnel, including performance management; consistent with the CUPE Collective Agreement;
- Understanding of project management methodologies and terminologies, in addition to basic accounting and financial concepts;
- Ability to communicate effectively with both technical and non-technical audiences and resolve conflict in the work place;
- Knowledge and experience in business operations, management information systems, and business intelligence;
- Demonstrated knowledge of computer systems and data centre operations, network communication protocols, systems operation management tools and techniques, information technology systems design and structures, storage and server technologies, as well as technologies and industry standards applicable to the department's IT environment;

- Project management skills and experience with, or knowledge of, business improvement methodologies;
- Demonstrated ability to lead and supervise employees in a unionized environment.
- Ability to process large volumes of information, multi-task, and re-prioritize work based on evolving organizational needs;
- Ability to independently lead initiatives and develop partnerships;
- Proven ability to develop credible, effective working relationships with employees and contractors.

TECHNICAL ENVIRONMENT
- Mixed environment of servers, both physical and virtualized;
- A robust network infrastructure including switches, routers and firewalls;
- Managed database systems including Microsoft SQL, MySQL and Microsoft Access;
- Exchange 2010;
- Mobile device enterprise server;
- LAN/WAN Infrastructures connecting various organizations;
- Fiber optic SAN/Tape Drive technologies;
- Microsoft Office 2010;
- PRIME (Police Records Information Management Environment);
- Adobe Suite of software including Acrobat, Photoshop and Premiere.

DESIRED QUALIFICATIONS, CERTIFICATION & EXPERIENCE:
- Bachelor Degree in Computer Sciences or a related field preferred, supplemented by 5 years of experience by qualification or current experience in project management and strategic planning;
- A minimum five (5) of experience supervising personnel and managing a technology based support operation, including experience/responsibility managing diverse/complex projects and teams;
- Professional certifications in ITIL Foundation, SQL, Microsoft;
- Must pass and maintain the required enhanced reliability security clearance including polygraph;
- Possess a valid BC Class 5 driver's licence.