**Manager of Operational Technology (OT) – Public Works**

**Role Summary**
Reporting to the Manager of Engineering Operations, the Manager of Operational Technology – Public Works will be responsible for leading the implementation and ongoing management of Operational Business Systems (applications, electrical, mechanical), electrical systems and emerging technology products implemented within Public Works for the District of Saanich.

In collaboration with the Information Technology Department, the main focuses for this position will be to lead a team of diverse professionals and trades people who support the infrastructure and software utilized for all Operational Technologies used at Saanich Public Works; lead ongoing implementation, maintenance and operations of the Public Works Business Systems and Technology portfolio, develop support and training strategies to ensure the organization and end users are successful. As Smart District (City) strategies and IOT technologies continue to evolve and mature this role will be heavily involved in those roadmaps and programs.

This role involves management of product implementation, including project and vendor management to ensure effective delivery. The position requires development and oversight of operational processes for both new and existing technology systems within public works, leveraging ITIL-based frameworks. A key component is facilitating effective communication across systems and operational technology (OT) software to optimize operations. Additionally, the role necessitates aligning OT strategies with IT service delivery to foster cohesive and enhanced operational efficiency.

The Manager of Operational Technology will be responsible for the timely and successful delivery of program objectives within budget and will participate in a joint Steering Committee between the Public Works Division and IT to plan and implement approved products and services.

**Qualifications**
- Diploma or degree preferably in Electrical/Mechanical Engineering or Computer Science or equivalent combination of education and experience.
- 5 years proven experience working and managing large technology projects; including 5 years proven experience acting as a Product Owner.
- Public Works & Operational Technology experience.
- Emerging smart technology experience in industrial control systems (ICS), Supervisory Control and Data Acquisition (SCADA), and Distributed Control Systems (DCS) an asset.
- An equivalent combination of education and experience may be considered.
- Asset Management understanding and experience considered an asset.
- Business Analyst, Control System Cybersecurity (ISA/IEC 62443), Project Management, IT Service Management and Product Owner certifications considered an asset.

**Knowledge, Skills & Abilities**
- Ability to work effectively and efficiently under pressure, lead and direct in a rapidly changing technical environment, and to make sound decisions.
- Understanding of Information Technology Infrastructure Library (ITIL)operational process including Incident, Change and Demand management.
- Demonstrated ability to successfully implement new technology and meet program objectives.
- Demonstrated ability to lead in a matrix management environment.
- Ability to manage multiple projects concurrently and lead a team to complete daily maintenance and operation of related systems.
- Ability to work independently and develop partnerships with internal /external stakeholders.

- High level conflict resolution, problem solving and decision-making skills required.
- Excellent communication skills to effectively communicate to both technical and non-technical audiences - ability to make clear, concise and well organized oral and written communications and presentations.

## Major Accountabilities

### Advice & Support

- Leads Saanich Public Works from a technology perspective.
- Liaises with Engineering and IT Management.
- Manages the relationship between Public Works and operational technology service providers.
- Assist with strategic planning related to Public Works Operational Technology demands.
- Provides support and troubleshooting related to software maintenance, instrumentation and electrical concerns.

### Leadership of Staff

- Prepares guidelines for work performance, expenditures and use of operational and capital budget.
- Builds strong, open and collaborative working relationships characterized by mutual respect with superiors, peers and users.
- Provides day-to-day assignment of work to staff.
- Ensures Corporate policies and standards are consistently applied and adhered to by the Section staff.
- Leads by example in terms of establishing annual personal performance objectives to be achieved by the section.
- Meets regularly with own direct reports to establish each of their annual personal performance objectives and holds them accountable for results.
- Evaluates the work of subordinate staff, guides them and identifies needs for development.
- Leads recruitment, orientation and training of new staff in accordance with District policies.
- Provides oversight and guidance to assigned Project Managers.

### Division Operations

- Manages Public Works Electrical and instrumentation systems including:
  - Pump Stations
  - Lift Stations
  - Pressure reducing valve stations
  - Generators
- Manages support for Public Works specific software products including:
  - SCADA
  - Advanced Metering Infrastructure
  - Traffic signal software
- Manages any emerging software with a focus on operational technology for future implementation.
- Conducts requirements review, process modelling, systems review, testing and documentation.
- Reviews data working with a business intelligence tool for canned and ad-hoc reporting.
- Creates and updates documentation and writes related reports.
- Provides training on all related systems.

- Facilitates meeting with Leadership and stakeholders.