

Technology Manager- Engineering Systems

Role Summary

Reporting to the Manager of Operational Technology – Public Works will be responsible for leading the implementation and ongoing management of technology products implemented within Public Works and projects being undertaken by the District of Saanich.

This position leads a small, multidisciplinary team of technical staff to deliver reliable, secure, and user-centered operational technology for Saanich Public Works. Working closely with Information Technology, the role stewards the operational systems and business applications that support frontline services—bridging field assets, control systems, and enterprise platforms so Operations can plan, deliver, and maintain infrastructure safely and efficiently.

The position guides the implementation, maintenance, and continuous improvement of Public Works Operational Technology (OT) environments, ensuring lifecycle standards, cybersecurity controls, asset documentation, and operator training are in place. The position coordinates upgrades and integrations across various assets around the district.

As Smart District strategies and OT capabilities evolve, the role shapes roadmaps and pilots into scalable programs. The focus is on practical outcomes: high system availability, reduced operational risk, and well-supported end users.

Qualifications

- **Bachelor's degree** in engineering, IT, or related field preferred (some roles accept equivalent experience).
- **Certifications:**
 - **ISA/IEC 62443** (preferred).
 - DoD 8570.01/8140.01 Baseline Certification (IAT Level II or IAM Level II).
- Minimum 5 years of relevant Operational Technology experience including:
 - Hands-on experience with control systems, automation and cybersecurity integration.
 - Experience with municipal/utility environments (water, wastewater, streets/traffic, facilities) and integration into enterprise systems.
- Emerging smart technology experience in industrial control systems (ICS), Supervisory Control and Data Acquisition (SCADA), and Distributed Control Systems (DCS) an asset.
- Project Management Professional (PMP) or other project management certification considered an asset.
- Business Analyst, System Analyst, and Product Owner certifications considered an asset.
- An equivalent combination of education and experience may be considered.

Knowledge, Skills & Abilities

- Strong knowledge of OT systems: SCADA, PLCs/RTUs, HMIs and VFDs.
- 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.
- Ability to manage multiple projects concurrently and lead a team of project delivery analysts.
- 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

Leadership of Staff

- Prepares guidelines for work performance, expenditures and use of resources for capital projects.
- Provides day-to-day directions, coaching, and workload prioritization for a small team of technical specialists.
- Builds strong, open and collaborative working relationships characterized by mutual respect with superiors, peers and users.
- 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.
- Builds role-based training, standards of practices, and job aids; foster a culture of safety, cybersecurity, documentation discipline, and continuous improvement.
- Leads recruitment, orientation and training of new staff in accordance with District policies.
- Exercises authority and judgment within delegated limits to make operational and people-management decisions, ensuring alignment with District policies, bylaws, approved budgets, and applicable employment legislation.
- Provides leadership to assigned Project Managers.

Division Operations

- Supports the management and reliability of critical systems used by Public Works, including:
 - SCADA environments for water, wastewater, and facility operations.
 - Traffic control systems and related communications/field controllers.
 - AMI water meter systems, integrations, and data quality/analytics.
 - Future smart city technologies and IoT solutions aligned to Saanich's Smart District roadmap.
- Liaises with IT to implement improved business intelligence capabilities and creating reports from the databases.
- Provides day-to-day support and troubleshooting, software maintenance, database administration, responding to assigned incidents and performing systems change management.
- 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.
- Performs other related duties as required.