For more than a century, Family and Children's Services Niagara, the local Children's Aid Society, has provided vital child welfare, family/community support, counselling, foster care and adoption services to residents in the Niagara Region.

SENIOR MANAGER OF INFORMATION TECHNOLOGY SERVICES

Reporting to the IT Director, the Senior Manager of Information Technology is responsible for supervising Information Technology staff and the day to day operations of the Information Technology functions of Family & Children's Services Niagara (FACS Niagara). This includes ensuring the reliability, integrity and sustainability of the IT Systems and enabling technology solutions in support of strategic objectives. The Senior Manager of Information Technology is a member of the Senior Management Team and acts as a resource to the Executive Team and its Committees.

Key Duties:
- Participates in the development of FACS Strategic Plan in relation to Information Technology and drives the vision of new and emerging software engineering technologies that increase efficiencies and quality
- Work with IT Director and IT Staff to identify potential improvements/additions to IT Infrastructure and Systems that can increase the efficiency of agency business processes and/or alignment with the business objectives of FACS Niagara.
- Works the IT Staff to ensure the security, integrity and reliability of computer information systems, security systems and communication systems
- Assists in monitoring security and risk management for corporate data systems
- Assists in developing, improving and monitoring compliance with agency IT policies and procedures, with a goal of ensuring appropriate use of Information Technology that is in accordance with relevant legislation (including privacy)
- Ensuring the effective and efficient delivery of services to "customers"
- Assists in the development/negotiation and updating of contracts and agreements with service providers vendors involved with the agency
- Ensures the appropriate maintenance and security of departmental data including the integrity of data in Frontline, Fast Track and CPIN in consultation with Finance and Service, as appropriate
- Works with the IT Director to set the overall direction of FACS technical requirements and provides advice to the Executive Team on future needs and the impact of emerging trends and priorities in technology
- Provides leadership for the operational control in relation to privacy and confidential information through technology, and provides supportive leadership through periods of change
- Assists with implementation of new policy and programs in response to system demands
- Represents FACS in provincial, OACAS, joint CAS/ committees as required
- Assist in establishing and maintaining highly effective critical relationships and networks with internal and external partners and vendors, on behalf of FACS

Qualifications:
- Graduate degree in Computer Science, Operations Management or Information Systems with 6 years of IT Management
- Minimum 10 years experience in progressively responsible roles to be able to demonstrate knowledge and experience in the development and use of computerized information systems, and in the management of computing and communications and infrastructure
- Significant technical knowledge and understanding of business network infrastructures and systems
- Experience in IT planning, operations, project management and policy development
- Working knowledge of security theory & practice and previous experience creating and implementing a disaster recovery plan
- Experience with VMWare, Office 365 and Microsoft Azure
- Experience managing a WAN network environment, TCP/IP routing, Firewalls;
- Experience preferred with current technologies including: scripting/powershell, Windows Server 2008/2012, Active Directory (2012), Notes/Domino, Windows 10, SharePoint, SQL Server, and other Line of Business Applications
- Ability to communicate ideas in a business & user-friendly language
- Strong leadership, interpersonal, written and communication skills
- Exceptional self-motivation skills and an ability to prioritize and execute tasks in a fast-paced environment
- In-depth knowledge of technology infrastructure (telecommunications, warehousing, virtualization & Windows environment)
- Ability to work flexible hours as required

Please apply with your cover letter and resume by June 29, 2018 to:
E-mail: **humanresources@facsniagara.on.ca**

Please include your salary expectations.
We thank all applicants however only those considered for an interview will be contacted.
Preference will be given to candidates who are bilingual in French and English.

Family and Children's Services Niagara is an equal opportunity employer committed to inclusive barrier free recruitment and selection processes and work environments. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Human Resources Department to ensure your accessibility needs are accommodated through this process.