



# Native Child and Family Services of Toronto

Native Child and Family Services of Toronto (NCFST) is an Indigenous, community controlled multi-service agency. Our mission is to provide support, ensure safety and enhance the quality of life for Indigenous families, children, and youth within the greater Toronto area. Our agency works within a holistic framework, which builds on individual and family strengths, and engages clients as partners in identifying issues and their solutions.

## Manager, Information Technology Services

Classification:	Regular, Full-Time	Salary:	depending on experience and skill level
Hours:	35 hrs/week	Location:	30 College St.

**NCFST is committed to staffing a workforce representative of the Indigenous population we serve. We encourage First Nations, Métis and Inuit applicants to apply and to please self-identify in their cover letter.**

### Position Summary

Reporting to the Director, Finance and Administration, the Manager, Information Technology Service Management will be responsible for developing the IT strategy for NCFST, creating annual and project budgets, managing IT staff to seamlessly deliver functionality and meet Service Level Agreements (SLAs) and keeping the Senior Leadership Circle up to date on the latest networking technologies that could help the Agency to succeed. Also, this position manages the day to day delivery of Technology Service Management services to ensure business continuity and minimal disruption to the business while providing exceptional customer service.

### What you will be doing:

- Manages the day to day delivery of **Information Technology Service Management (ITSM)** services (e.g. Help Desk, Technology incident management, asset management, software licensing etc.), cyber security, including providing guidance on the development and maintenance of standardized work practices and processes that supports the ITSM activities, including providing team oversight for problem management (full lifecycle management) to ensure business continuity
- Manages the day to day delivery of **End User Computing (EUC)** (e.g. mobile, telephony, desktop/laptop, peripherals, PCs, workstation & handheld hardware, computer related issues etc.). This also includes image management and software distribution services for timely resolution.
- Manages a team, including defining team member roles, responsibilities, and expectations; provides timely coaching and performance feedback, ensuring a cohesive operational unit with optimum use of team skills
- Supports management of **Information Technology Infrastructure Library (ITIL)** processes including release management, Technology Service change management, configuration, incident and problem management processes for ITSM services, initiatives, projects across the lifecycle (e.g. detailed release activity task planning/management, service readiness/acceptance, service transition, compliance reporting etc.) to minimize any disruptions to the business
- Directs ITIL process development, implementation and adherence for the Service Operation ITSM areas (e.g. incident troubleshooting/ resolution/ change management, escalation), and related reporting; coordinates process identification, implementation, monitoring to identify opportunities for continuous improvement
- Manages and oversees the ITSM to ensure services are meeting the service level agreement (SLAs) targets including ensuring adequate communications are being sent to manage stakeholder expectations
- Provides technical advice, guidance and recommendations for tools, techniques including identify further opportunities for continuous improvement
- Acts as an escalation point and prioritizes the incident response, which includes providing guidance on the communications required during major incidents to ensure timely resolution
- Oversees ITIL **Key Performance Indicators (KPI)**, and customer SLA performance reporting to identify continuous improvement and optimization opportunities
- Develops and maintains policies and procedures
- Other duties as necessary and applicable

### What we are looking for:

- Minimum of five years of progressive experience in Technology service management
- Minimum of four years of experience in managing Technology teams in a complex technology environment
- Postsecondary degree, preferably in information systems, business administration and/or project management discipline, or an equivalent combination of education, training and experience

- Experience in Technology Availability Management, Technology Service Improvement, and Technology Incident Management
- Experience in contingency, disaster recovery and cybersecurity
- Experience in Technology Asset Management and Technology Service Continuity Management
- Pass a Vulnerable Sector Police Record Check
- Extensive application support experience with Microsoft Office Suite of Applications
- Knowledge of basic computer hardware. Experience with Microsoft desktop and server operating systems
- Working knowledge of a range of diagnostic utilities.
- Basic knowledge in web development and experience with CSS
- Exceptional written and oral communication skills, and strong documentation skills
- Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills
- Exceptional customer service orientation and ability to present ideas in user-friendly language
- Demonstrated understanding, and commitment to, integrating the NCFST's mission and values in to practice, service and relationships
- Experiential knowledge of Indigenous culture in an urban environment
- Ability to conduct research into a wide range of computing issues as required.
- Proven analytical and problem-solving abilities
- Ability to absorb and retain information quickly
- Highly self-motivated and directed. Keen attention to detail
- Ability to effectively prioritize and execute tasks in a high-pressure environment
- Demonstrated understanding of workplace health and safety practices and understanding of an employee's responsibility under current legislation
- Ability to work effectively with all levels of staff, to maintain effective communication and working relationships, demonstrating strong interpersonal skills, tact, sensitivity and build strong internal relationships.

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If you are interested in this job opportunity, please apply by email on or before **June 21, 2019** to [hrcfst@nativechild.org](mailto:hrcfst@nativechild.org) quoting reference number **# 19-06-01**.

We are committed to providing a barrier-free work environment in accordance with the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. As such, NCFST will make accommodations available to applicants with disabilities upon request during the recruitment process.

We thank you for your interest, however, only those applicants selected for an interview will be contacted.