



## EXTERNAL JOB POSTING

### Job Description

### 22-154 - EHI - Regular IT Service Delivery Supervisor - Information Services

<b>Requisition No:</b>	01044
<b>Posting Start Date:</b>	12-12-2022
<b>Posting End Date:</b>	01-02-2023
<b>Region:</b>	Ottawa
<b>Schedule:</b>	Full Time
<b>Duration:</b>	Permanent
<b>Location:</b>	Children's Aid Society of Otta
<b>Expected Hires:</b>	1
<b>Minimum Salary:</b>	83,273.00
<b>Maximum Salary:</b>	109,022
<b>Employee Type:</b>	Permanent
<b>Hours per Week:</b>	35
<b>Contract Length:</b>	
<b>Team:</b>	COTT Information Technology 3
<b>Branch:</b>	Info Mngmt & Info Sys. Svcs

### General Information on the Position

#### IT Service Delivery Supervisor

1) Regular - Full Time - English Postion

#### EHI OPPORTUNITY

The Children's Aid Society of Ottawa (CASO) is committed to building a skilled workforce that reflects the population of Ottawa as well as the diverse communities we serve. This position has been identified as an opportunity under CASO's Equity Hiring Initiative (EHI) in accordance with S.14 of the Ontario Human Rights Code. As such, we are inviting qualified candidates who self-identify from one or more of the following under-represented groups to apply:

Indigenous Persons

Visible Minority Persons

2SLGBTQIA+ Persons

Persons living with Disabilities

IT Service Delivery Supervisor

#### The Position:

The Information Technology (IT) Service Delivery Supervisor is responsible for the supervision of staff who support the CASO with business applications, including application support, data analysis and reporting activities, and elicits, analyzes, specifies, and validates the business needs of stakeholders. The Supervisor also provides leadership in the support of training and change management in the adoption of new applications and software solutions. The Supervisor will play a pivotal role in ensuring the Information Systems Services Team understands business requirements, and the end users understand how to appropriately use the systems and tools to support the business. The Supervisor reports to the Manager of Information Technology.

#### Major Responsibilities include:

- Supervise staff that are responsible for the development of business applications and reporting solutions
- Provide leadership in the implementation of new applications and software solutions in guiding the training and support requirements
- Assesses the knowledge, skills, learning styles and ensures appropriate training of staff who directly report to them. Support in career development plans for the team.
- Ensures due diligence regarding compliance to Society's policies, procedures, and legislation by informing and training staff.
- Provides leadership in reviewing, designing, developing, implementing, and monitoring practices within the Information Technology Department.
- Clearly identify project stakeholders and establish user classes, as well as their characteristics.
- Conduct interviews to gather user requirements via workshops, questionnaires, surveys, site visits, workflow storyboards, use cases, scenarios, and other methods.
- Identify and establish scope and parameters of requirements analysis on a project-by-project basis to define project impact, outcome criteria, and metrics.
- Research, review, and analyze the effectiveness and efficiency of existing requirements-gathering processes and develop strategies for enhancing or further leveraging these processes.

- Perform project management duties including all necessary documentation to support business applications + analytics projects where dedicated project manager is not assigned.
- Architect, design, and development of business applications.
- Participate in the selection of any requirements software solutions that the organization may opt to use.
- Translate conceptual user requirements into functional requirements in a clear way comprehensible to developers/project team.
- Create process models, specifications, diagrams, and charts to provide direction to developers and/or the project team.

**Conditions of work:**

Regular working hours are Monday to Friday, from 8:30 a.m. to 4:30 p.m. Some overtime may be required on occasion. The physical office is located in the Ottawa area. CASO has a Hybrid work model.

**Compensation:**

Salary Level SU10 \$83,273 to \$109,022 - Commensurate with training and experience.

We offer a comprehensive benefits package and generous leave provisions, such as 4 weeks of vacation.

**Qualifications & Skills:**

- College Diploma or University degree in the field of business administration, computer science, finance, or information systems, or equivalent
- Five years' experience in Computer Operations/Administration and Management in a medium to large IT department, operating more than one platform or environment. Within this experience, must have at least two years of Supervisory experience.
- Proven experience with business and technical requirements analysis, elicitation, modeling, verification, and methodology development
- Demonstrated project management skills and project management software skills, including planning, organizing, and managing resources
- Experience with Microsoft Office 365, HCL Notes or other application and data solutions
- In depth knowledge of SQL, MS SQL server, PowerBI, Microsoft SQL Analytics Services, Microsoft SSIS, Azure database services etc.
- Experienced with Sharepoint For developers, PowerAutomate and PowerApps.
- Knowledge of programming languages such as Java, C#, Python, Visual Basic
- Understanding of IT infrastructure basics
- Understanding of cloud infrastructure basics
- ITIL foundation certification with focus on incident and request management

**Our Commitment to Equity, Diversity and Inclusion**

The Children's Aid Society of Ottawa takes pride in the fact that our workforce is comprised of a diverse group of employees and as such, we are committed to anti-racism and anti-oppression. Increasing diversity among our workforce is vital to providing the best possible service to the children, youth, and families in our community. It is therefore important that we commit to providing a healthy work environment free of oppression for all staff. CASO recognizes the inherent dignity and worth of every employee and is committed to providing equal rights and opportunities without discrimination.

CASO is committed to removing systemic barriers in support of moving towards more equitable hiring practices. In order to ensure candidates are assessed in a fair and equitable manner, accommodations will be provided to prospective employees in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code.