

IT Supervisor



Phone :
Web :

Job Summary

Vacancy :
Deadline : Sep 08, 2024
Published : Aug 08, 2024
Employment Status : On-site
Experience : Any
Salary :
Gender : Any
Career Level : Any
Qualification :

Job Description

The IT Supervisor will act as the first point of contact for all IT and Cybersecurity related matters, which includes triaging IT requests (helpdesk), providing oversight over all vendor contracts and SLAs, tracking and budgeting technology spend to remain effective and efficient, supporting the implementation of IT applications and systems (SaaS applications), on-premise and cloud infrastructure, and supporting building the IT vision to align with business objectives.

This is a permanent, full-time position located in **Peterborough, Ontario**. This position will require on site support.

Main Accountabilities

1. Support and oversee the IT department's strategic direction and provide input on long-term departmental goals.
2. Manage IT department operational and strategic planning, including capturing business requirements, review and project planning. This includes collaboration with key stakeholders to ensure corporate alignment on the IT roadmap/pipeline.
3. Establish and monitor Key Performance Indicators (KPIs) and Service Level Agreements (SLAs) with third-party and internal services to maintain minimum level of service.
4. Proactively evaluate and enhance the security and resilience of the network and IT assets.
5. Act as the central point of contact for corporate cybersecurity. This includes monitoring, actioning, remediating, escalating and cataloging any incidents that may arise.
6. Support the development and refinement of the DRP, BCP, DLP to ensure the confidentiality, integrity and availability of organization data and information systems.
7. Manage financial aspects of the IT department, including purchasing, budgeting, and budget review.
8. Provide ad-hoc IT operations support where needed and be responsible for directing third-party IT managed service provider for complex issues/tasks.
9. Manage vendor relationship with external third-party application and network vendors, including onboarding, off-boarding and service level tracking.
10. Support IT contract management and vendor selection activities including negotiations, contract renewals and signing, etc.
11. Manage IT staffing and resource allocation, including recruitment, supervision, scheduling, development, evaluation, and disciplinary actions.
12. Develop and implement IT policies and best

Qualifications

Bachelor's degree (or 3-year diploma) in computer science, information systems, business administration or related field, with equivalent work experience.

Experience:

Experience managing third-party IT managed service providers. Prior experience in a similar organization (i.e. small business IT management) as well as 3+ years of experience in IT management.

Certified in ITIL Service Standards, PMP, and/or similar IT service and project management standards would be considered an asset.

Skills (Technical Skills):

1. Strong understanding of computer systems (hardware/software), networks, etc.
2. Excellent organizational, leadership and communication skills.
3. Demonstrated ability to consult and advise users of information technology solutions. Able to prioritize and create a work plan.
4. Experience in budget preparation, business case preparation, cost benefit analysis reviews, etc.
5. Formal training (or equivalent experience) with data retrieval methodologies and Query/Reporting tools;
6. Experienced in supervising consultants and contract employees, including overseeing performance, ensuring adherence to project specifications, conflict management and facilitating clear communication and alignment with organizational goals.
7. Knowledge of industry standard software development tools and methodologies;
8. General technical knowledge of computer hardware including desktop and network servers and how they inter-relate with information systems and databases, including a general knowledge of network connectivity, integration, and protocols;
9. Possess initiative, stability, and high personal integrity; and must be able to adapt to a changing IT environment.
10. Demonstrated ability to consult and advise users of information technology application solutions and web-based applications, and to manage a variety of projects within established timeframes and budgets;
11. Demonstrated ability to manage resources within established timeframes and budgets.
12. Extensive experience with core software applications, including Microsoft Office Productivity Suite;
13. Good working knowledge and experience with virtual machines / servers as well as physical servers in hybrid environments, with the ability to troubleshoot applications on personal computers, servers, LAN/WAN and handheld devices;
14. Possess personal qualities (initiative, stability, etc.) required for suitable performance of duties;
15. Proven ability to integrate and collaborate within a senior technical team;
16. Demonstrated commitment to safety and
17. Must hold a valid drivers license.

Applications will be accepted until end of day August 19th, 2024.

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
