



**Town of Wolfville  
Position Description  
November 2022**

**Position Title:** IT Manager

**Reports to:** Director of Financial and Corporate Services

**Subordinate Staff:** N/A

**Salary Range 2022/23:** \$63,221 - \$98,075      **Band:** Level 4 – Middle Manager/  
Professional Level 2

**Classification:** Permanent full-time

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**Position Summary:**

The IT Manager's role is to ensure the streamlined operation of IT infrastructure and services in alignment with the organization's strategic objectives. This individual will provide leadership in business service delivery and will plan, coordinate, direct, and deliver IT support to all Town departments.

**Core Expectations of the Role:**

- Monitor and report on the availability, security, performance and general health of the hardware and software components of the Town's computer network such that alerts are received and acted upon in order to be pro-active in resolving issues before they cause network down time.
- Identify and track best practices and trends/advances in the information technology field for possible application by the Town;
- Forecast internal and external customer needs and requirements for information technology applications, hardware, networks and supporting technology as well as user training;
- Coordinate with the Director of Finance/Corporate Services a long-term Information Technology Plan for the Town;
- Provide technical problem-solving assistance to Town Departments re: communications, information technology and telecommunications applications, hardware, networks, supporting technology and workflow design;
- Inform management on technology and solutions to facilitate business improvement processes;
- Provide support and leadership for website maintenance;
- Establish operating procedures, work methods and standards covering application development, virus protection, file/data backup, data security access, equipment operations and maintenance and user training, monitoring of operations against standards with initiation of corrective action as necessary.
- Develop and implement ongoing user training to ensure that the Town delivers full and greater benefits from its information technology investments.

- Develop and maintain a contact network with contractors/suppliers, information technology professionals in the field and counterparts in other municipalities.

### **Skills/Knowledge**

- Technical Understanding
- Knowledge of current trends in hardware, peripherals, networking, and related equipment pertaining to systems applications and their integration.
- Knowledge of principles and techniques for applications development, software customization and software interfaces.
- Knowledge of pre-packaged/off the shelf systems software (current and forecasted) pertinent to operations and administration.
- Knowledge of up-to-date practices re: information/data security and confidential access.
- Knowledge of principles and techniques for quality control and maintenance of systems equipment, software and networks.
- Knowledge of current techniques and practices for the recording, tracking and reporting of systems and information technology inventories including provisions for file back-up and updating.
- Knowledge of the Municipal Government Act as it pertains to information technology applications.
- Back end website support (platform, editing, etc).
- Virtual/hybrid meeting management, including external livestreaming options
- Effective written and verbal communication.
- Interpersonal skills

### **Decision Making**

This position makes operation decisions guiding the department and development of strategies to implement the approved directions of Council.

### **General Capabilities:**

- Ability to development and maintain technical/professional contacts with counterparts in the municipal field as well as professional associations/groups.
- Ability to grasp problem essentials quickly and identify cause-effect relationships and the ability to anticipate/identify problems and propose solution alternatives.
- Ability to deal effectively and courteously with Council, staff, outside agencies and the general public.
- Ability to handle/cope with on-the-job stress.
- Ability to handle confidential information; familiarity with procedures to secure such information in files/data systems.
- Strategic thinking.
- Self-motivated.
- Attention to detail.
- Process-driven.

### **Other Benefits/Criteria:**

- Eligible for membership in the Association of Municipal Administrators of Nova Scotia (AMANS).

**Education and Training:**

- B.Sc in Computer Science or an Advanced Diploma in Computer Technology
- Certification in the following IT tracks would be considered an asset:
  - Security, Microsoft, VMware, Cisco

**Related Experience:**

- Minimum five (5) years experience in a similar role.
- Working knowledge of Microsoft Dynamics GP (including Diamond platform through CentralSquare), Laserfiche, and Zoom considered an asset.

**Approved by:**

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CAO

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Date