<u>**OPEN TO THE PUBLIC**</u>
IT INFRASTRUCTURE OPERATION MANAGER
IT SHARED SERVICES
TREASURY BOARD SECRETARIAT
LOCATION – Charlottetown
FULL-TIME EXCLUDED POSITION
(Commencing immediately)

The PEI Department of Finance and Treasury Board Secretariat aims to encourage the development of an innovative, diverse and inclusive workforce which enables the organization to realize its goals. This senior manager position is responsible for the effective and efficient delivery of all third-party and internally managed IT daily operations infrastructure used to support all business process across government, crowns and agencies including HealthPEI and Schools. With solid technical infrastructure experience, strong project management acumen, excellent vendor management skill, and a superior, service-oriented approach to infrastructure operations, this individual is also responsible for operational and service management processes to ensure quality, efficiency and agility goals are achieved. This position has significant budgetary control both with an operating budget $13 million and a capital budget of $5 million. This manager ensures IT operations are functioning 24 hours a day, 365 days a year. As a member of the IT leadership team, the role contributes to the development and execution of the enterprise wide IT strategy, and ensures its alignment with the enterprise's business strategy and the delivery of capabilities required to achieve business success. This position manages and coordinates all operational activities related to the direct support of the Server, Storage, Backup, Network, Audio Visual, Printer and Computer Endpoint environments for the province of Prince Edward Island. This includes all core Government Departments, Health PEI and all K-12 schools in the Province, which totals over 320 location. In order to support this geographical footprint this position must remote manage staff located in 7 sites throughout the Province.

Duties will include:
- Champions Infrastructure & Operations involvement in the IT organization's innovation efforts and its role in experimenting with new solutions to take advantage of business opportunities;
- Manages and participates in the strategic direction and oversight for the design, development, operation and support of IT systems that fulfill the needs of the business, including the full life cycle of technical architecture, infrastructure engineering, infrastructure operations and IT service support;
- Designing and implementing short- and long-term strategic plans to ensure infrastructure capacity meets existing and future requirements;
- Designing and implementing short and long-term plans to ensure the security of the network, server systems, storage and computer endpoints;
- Ensuring project tasks are completed, problems are managed, change management is monitored and controlled, and a communication Framework is developed and utilized;
- Monitoring IT infrastructure performance to ensure it is adequate and performance statistics and reports are available, and where necessary, conduct corrective action
- Practicing IT asset management, including maintenance of component inventories and related documentation;
- Participating in the development, implementation and of policies and standards regarding communications, change management, quality and risk management analysis in conjunction with the deployment of infrastructure assets;
- Establishing relationships with government departments, crowns and agencies to identify requirements for IT support and to ensure client satisfaction;
- Communicating IT impacts to departments, crowns and agencies in relation to cyber related attacks on Government infrastructure;
- Partnering with clients to ensure that needs are identified, solutions are designed to meet the needs and functionality is assessed on a continual basis;
- Directs the development of I&O sourcing strategy and provides executive oversight for strategic vendor and partner relationship management;
- Creating working relationships with vendors, contractors and service providers, and communicate their role in the implementation of infrastructure solutions;
- Communicates vision and values of the organization, emphasizing excellence at all levels engaging all staff in the division;
- Sets and communicates roles and expectations of team members to meet the goals of ITSS and Government;
- Fosters a positive working environment for team members;
- Other duties as required.

Minimum Qualifications:
- Graduation from a recognized university with a Business or Computer Science Degree or an equivalent combination of education experience with extensive experience in information technology with extensive experience at the management/supervisory level;
- Demonstrated equivalencies may be considered;
- Exceptional Leadership skills with the ability to develop and communicate an Infrastructure & Operations vision that inspires and motivates staff and aligns to the IT and business strategy;
- Ability to instill confidence in the business and demonstrate the business value of IT;
- Effective influencing and negotiation skills in an environment where resources may or may not be in direct control of this role;
- Excellent analytical, strategic conceptual thinking, strategic planning and execution skills;
- Strong business acumen, including industry, domain-specific knowledge of the enterprise and its business units;
- Expertise in budget planning and financial management preferably with show back and/or chargeback models;
- Deep understanding of current and emerging Infrastructure &Operations technologies and how other enterprises are employing them;
- Success in leveraging both traditional best practices, such as IT service management practices based on ITIL, as well as emerging methods like DevOps that are optimized for agility;
- Demonstrated ability to develop and execute a strategic people plan that ensures that the right people are in the right roles at the right time and that employees are highly engaged and satisfied;
- Strong vendor management and partner relation skills to identify and leverage resources internal and external to the enterprise to enhance capabilities that support business objectives;
- Planning; monitoring performance; organizing and coordinating tasks for both staff and other teams within government; problem-solving ; analysing situations that may affect a small group of people or all of government and make recommendations; coaching and supervision;
- Facilitating, negotiating and influencing others without direct authority;
- Active listening, communicating thoughts and expressing complex ideas in simple terminology;
- Gathering, analysing, and synthesizing relevant information; reporting results effectively either verbally or in written format; building effective working relationships among staff, system users and service providers;
- Applicants must have a good previous work and attendance record;
- The successful candidate must provide a satisfactory Criminal Records Check prior to beginning employment.

Other Qualifications:
- Management principles and practices: servers, networks, and desktop technologies; the budgeting processes of the Province of Prince Edward Island;
- Experience working in a team environment;
- Experience in planning upgrades to facilities in support of infrastructure implementations;
- Experience with the complexities and risks with implementations of infrastructure assets affecting 14 government department and agencies.

Please Note: Please ensure the application clearly demonstrates how you meet the noted qualifications as applicants will be screened based on the information provided. The successful candidate will be the only individual receiving written notification of competition results. The "Notification of Successful Candidates" list posted on the Employment Opportunity board will serve to inform all other applicants of competition results.

Salary Range:	$38.38 - $47.97 per hour (Level 21 Excluded)
Bi-Weekly Hours:	75.0 hours bi-weekly
Posting ID:	144017-0121ITPO
Closing Date:	Tuesday, February 1st, 2021 **5:00 pm**