

DISTRICT OF OAK  BAY	Job Description District of Oak Bay
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Position Title:	Senior Manager, Information Technology Services
Position Description Date:	August 2026
Position Reviewed or Amended	IT Projects Manager
Positions Supervised:	IT Technician Technology Projects Lead (currently approved for 2yr temporary position)
Salary Range:	L3

Oak Bay is guided by workplace values that foster a culture of “CARE”:

- **Connected** means we serve the community and each other with friendliness, kindness, professionalism, and respect – working as one team, sharing knowledge and supporting one another.
- **Accountable** means we do what we say we will do, take pride in our work and act with integrity.
- **Responsive** means we believe that finding better ways to serve is part of our growth and that progress and personal connection can co-exist.
- **Effective** means we deliver sustainable results in ways that nourish people.

Nature and Scope of Work:

The Senior Manager, Information Technology Services, serves as the District's senior technology leader and is responsible for the overall management, coordination and performance of a reliable, modern, secure, and sustainable technology environment and enhancing service to the organization, the community and Council. The Senior Manager provides strategic direction and planning, operational oversight, people leadership and vendor management, cybersecurity and risk management. The Senior Manager plays a key role in advancing the District's technology maturity and shaping the District's technology strategy, operating model, and service delivery approach, ensuring technology initiatives and investments effectively support the District's priorities, service delivery objectives, and long-term goals.

Key Accountabilities:

Leadership and Strategic Planning

- Provides strategic leadership and oversight of the District's technology function, delivering reliable, responsive, and customer-focused services to staff, Council, and the community, ensuring work is prioritized, coordinated, and aligned with organizational priorities.
- Develops and executes the District's technology strategy, roadmap, priorities and annual workplans, including technology lifecycle management, in alignment with organizational priorities.
- Provides leadership, supervision, guidance and support to information technology staff, including performance management, coaching, training and work planning.
- Develops reports, recommendations, presentations and correspondence for senior leadership, committees and Council as required.

- Leads initiatives to improve organizational and staff capacity and capability as it relates to information technology services, supporting the development of a culture that values learning, innovation, and continuous improvement.

Governance and Service Delivery

- Establishes governance, policies, standards, and support models that promote sustainability, consistency, accountability, security and effective technology management.
- Manages technology budgets, contracts, software licensing, and vendor relationships to maximize value and support responsible stewardship of public resources.
- Manages relationships with service providers, technology vendors, consultants, and service partners, establishing service expectations and holding service providers accountable for performance, reliability, security, and value.
- Develops business cases, project plans, procurement documents, and Requests for Proposals (RFPs) to advance strategic investments.
- Evaluates, recommends, and implements technology solutions that improve efficiency, service delivery, data access, and decision-making.
- Collaborates with leaders, staff, vendors, consultants, and regional partners to solve problems, advance initiatives, and strengthen service delivery.
- Leads and supports implementation and adoption of upgrades to existing or new systems, tools, and technologies across the organization.

Risk Management and Technology Investment

- Leads technology risk management and cybersecurity across the District, including coordination of training, education and regular exercises to reduce security risks and strengthen organizational resilience.
- Establishes and maintains business continuity and disaster recovery plans to ensure critical systems and services can be restored during disruptions.
- Monitors performance and service levels of new and existing technologies and systems, driving continuous improvement through data, feedback, and best practices to support informed decision-making and investment planning
- Makes recommendations to senior leadership and Council, as appropriate, on technology investments, emerging trends, risk considerations, and strategic opportunities.

Required Knowledge, Skills and Abilities:

- Experience developing and implementing technology plans, priorities, budgets, and investment recommendations.
- Experience managing vendors and managed service providers to deliver effective and reliable technology services.
- Strong knowledge of cybersecurity, technology risk, business continuity, and related governance practices.
- Ability to lead, support, and develop technology staff and foster a collaborative, service-oriented culture.
- Ability to communicate effectively, foster high standards, coach, inspire and manage multi-disciplinary teams.
- Strong business relationship and project delivery skills.
- Strong judgment and decision-making skills, including the ability to advise non-technical audiences.

Qualifications and Experience:

Required Qualifications

- Post-secondary education in information technology, computer science, business administration, or a related discipline.
- 7+ years of progressively responsible experience in IT management, technology leadership, project management, vendor management, IT governance, or a related role.
- Demonstrated leadership experience with staff, project teams, vendors, service providers, and cross-functional technology resources.

Preferred Qualifications

- Experience in a municipal, local government, broader public sector, or similarly regulated environment.
- Experience working in a hybrid IT delivery model involving internal IT resources and an external managed service provider.
- Experience leading organizational change and modernization projects.
- Experience with Microsoft 365, SharePoint, Teams, Power BI, cloud services, business applications, identity and access management, and digital workplace technologies.
- Experience with CentralSquare Technologies public sector software (particularly Vadim-iCity, Tempest/Prospero, and HRISmyway) is considered an asset.
- Certification or training in project management, ITIL, cyber security/risk management, change management, business analysis, vendor management, or public sector leadership is considered an asset.

Equivalent Combination

An equivalent combination of education, training, and experience may be considered.