



## **Manager of Information Technology and Infrastructure**

Family and Children's Services of Lanark, Leeds and Grenville is the amalgamated child protection agency for the counties of Lanark, Leeds and Grenville and the surrounding area. It was created in 2011 when the Children's Aid Society of the County of Lanark and the Town of Smiths Falls, and the Family and Children's Service of Leeds and Grenville united under a common umbrella. Serving a large geographic area of eastern Ontario, FCSLLG is a not-for-profit agency governed by a volunteer Board of Directors and funded by the Province of Ontario through the Ministry of Children, Community and Social Services (MCCSS).

### **Leading a dynamic organization**

The Manager of Information Technology and Infrastructure must demonstrate strong leadership skills and the capacity to influence various stakeholders while acting in accordance with the highest professional standards of integrity and competence at all times.

The Manager of Information Technology and Infrastructure effectively guides and manages the delivery of all technical and information systems and related infrastructure in the Agency in alignment with the vision, mission, values, and overall strategic direction of FCSLLG.

The Manager of Information Technology and Infrastructure will ensure the stability, integrity, and efficient operation of the information systems and will create long range plans for the IT department. The Manager of Information Technology and Infrastructure reports to the Executive Director and serves as a leader for FCSLLG.

### **Key Qualifications and Leadership Competencies**

- Post-secondary education in Computer Science, Technology, or equivalent
- Demonstrated experience managing a technical team
- Minimum 5 years network administration experience
- Professional IT certification an asset
- Satisfactory Police Records Check
- Valid Driver's License, and access to a reliable motor vehicle with business class liability insurance
- Manage team employees including performance and development planning
- Assure full functionality and optimization of all servers and network infrastructure
- Protect and ensure the integrity of the data through disaster planning, cyber security measures, regular and tested backups, and off-site duplication
- Assure that all network and phone systems are maintained and up to date with security patches, updates etc.
- Plan for future network infrastructure and application development
- Manage the IT budget actively, verify expenditures and re-forecast when needed
- Work to optimize the department to be able to respond to the needs of employees in an efficient and professional manner
- Develop long range work plans for the IT department that are aligned with the Strategic Plan
- Design and deploy new applications and enhancements to existing applications, software, and operating systems
- Provide coverage for Network Administrator during absences



- Assist with the development of IT policies and procedures
- Provide training on Agency policies and procedures with respect to the use of computers, software applications and technology
- Oversee the maintenance of a stable and secure remote access system
- Assure that secure wireless access for employees and guests is available
- Develop, implement, measure, evaluate procedures, programs, practices, guidelines, work routines
- Identify, monitor, report on, and develop plans to mitigate risk.
- Select and oversee external consultants, specialists, and other outside resources.
- Provide oversight of related infrastructure decisions, processes, and projects
- Participate and/or provide leadership to team meetings, staff meetings, training sessions
- Act as a liaison/participate with community and provincial organizations as required
- Meet or exceed accountabilities and achieve continuous quality improvement and excellence in all activities
- Extensive experience with virtual server environments, firewalls, mobile device management and network infrastructure.
- Proven experience managing a team across multiple locations
- Experience in understanding budget requirements and managing expenditures throughout a fiscal year
- Understanding and experience with property/building systems including but not limited to security entry hardware/software, cameras and generators

Family and Children's Services of Lanark, Leeds and Grenville is committed to building a diverse workforce representative of the communities we serve, and strongly encourages applications from all qualified individuals, especially those who can provide perspectives and contribute to a further diversification of ideas. We welcome all interested individuals, particularly representatives from equity seeking communities, including:

- Members from Indigenous communities, including First Nations, Inuit, Métis and Indigenous communities
- Members of the Black community and other racialized groups
- Individuals who identify as LGBTQ2S+
- Varied religious or spiritual faith groups
- Individuals with visible and invisible disabilities
- Other members of equity deserving or marginalized communities

**Please indicate in the application process should you identify as a member of the above-mentioned equity deserving groups.**

Family and Children's Services of Lanark, Leeds and Grenville is committed to providing a barrier free workplace. Accommodations are available upon request for candidates taking part in all aspects of the selection process.

**To view a full job description please visit our careers page at [www.fcslg.ca](http://www.fcslg.ca)**

Applicants are invited to submit their resume and cover letter no later than June 28,2024

Human Resources Department

Family & Children Services of Lanark, Leeds and Grenville

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We thank all applicants for their interest in this position,  
however, only those selected for an interview will be contacted.