

Manager, Field IT

Position Status: Permanent
Posting Status: Open
Location: 26 Prince Andrew Place, Toronto ON M3C 2H4
Salary: \$96,813 to \$137,895
Hours of Work: 36.25 per week
Posting Date: March 18, 2024
Closing Date: April 1, 2024

Who we are

The Office of the Chief Electoral Officer (Elections Ontario) is an independent, non-partisan office of the Legislative Assembly of Ontario, responsible for administering provincial elections, by-elections, and referenda in Ontario. We are committed to making voting easy and accessible for all electors, while maintaining the integrity, security, and transparency of the electoral process.

Join our team

The Information Technology and Digital Solutions Division is seeking a motivated and results-oriented leader to manage and support the sourcing, operability, distribution and decommissioning of information technology assets, and telecommunications services at returning offices and voting locations used across Ontario and associated with the successful operation of Elections Ontario's (EO's) technical infrastructure during electoral periods (including electronic poll books, vote tabulators, networks, networking devices, computers, printers, desk phones, smartphones, tablets) and other electronic and digital equipment used in delivering electoral services to Ontarians.

What to expect in this role

Reporting to and in collaboration with the Director, Information Technology and Digital solutions, you will:

- Perform business needs analysis and technical infrastructure design, identifying the requirements for technology solutions to support the administration of voting services.
- Manage and organize contracted resources appropriately for efficient use and resolution of business challenges including the technical specification, configuration, distribution, maintenance, physical and logical security of hardware, software, voice, and data communications facilities for EO field offices and event-supporting systems used in the field.

- Manage contractors and act as a project authority, as necessary. In conjunction with the Infrastructure Services unit, designs and support infrastructure technology solutions for use at returning offices and voting locations across Ontario.
- Plan, develop, implement, and maintain the technical and voice/data communication infrastructure and support models for Returning Officer Home Office (ROHO), Returning Office and Voting Locations (during preparation and execution of elections, by-elections, or referenda).
- Plan, develop, and implement the Technical Services Call Centre (TSCC) and Returning Office Contact Centres (ROCC) during electoral periods. During non-election periods, work with Field IT team members, and other EO stakeholders as appropriate, to prepare and improve service delivery of the TSCC and ROCC for the next electoral event.
- Develop and test business continuity and disaster recovery strategies to ensure the technical architecture is available and operational to meet business requirements during electoral periods.
- Establish and maintain technical standards, guidelines, and procedures, including acceptable use and security policies (software, hardware, internet access, etc.) and monitor conformance, providing reports and recommendations to the Senior Management Committee (SMC) for review and action where necessary.
- Manage unit staff and prepare and manage unit budget; manage special projects and establish and manage project teams.

What you need to qualify

- 8-10 years management experience with highly developed leadership and administrative skills to manage staff and provide operational and functional guidance and prioritize work.
- Demonstrated experience managing business needs analysis, identifying requirements for technical solutions to meet business requirements, ensuring a reliable and efficient supply, configuration and capacity of hardware, software and operating systems for data processing and voice and data communications.
- Demonstrated knowledge and experience applying data networking, physical and logical data security structures, data communication and data transfer protocols and telecommunications systems to ensure that applicable systems operate in a non-redundant, compatible and integrated manner and that service reliability is maintained.
- Demonstrated knowledge and understanding of current trends in information management technology to develop and implement voice, data and hardware security, acceptable use policies, back-up and recovery strategies that support and are integrated with Elections Ontario corporate business recovery plans.

- Demonstrated knowledge of data and voice communication infrastructure technology and operation to ensure adequate service to returning offices and voting locations during and between electoral events.
- Knowledge of policy development methodology and implementation practices to establish and maintain standards, guidelines, and policies, as well as monitor conformance and recommend review or revision where appropriate.
- Skill and expertise in evaluating technical demands created by business needs to evaluate the impact on infrastructure and response capacity.
- Demonstrated IT and project management skills, techniques, and practices to manage project teams, individual consultants, and special projects, relating to infrastructure and operations, and to ensure projects are on time and within budget.
- Familiarity with the public tendering process to participate in the preparation and evaluation of RFPs.
- Budgeting skills to plan/manage special projects of varying size, as well as project and unit budgets.
- Highly developed consultation and relationship management skills.
- Highly developed oral and written communication and interpersonal skills.
- Demonstrated analytical, problem solving, research and organizational skills.
- Must be legally entitled to work in Canada.

Elections Ontario offers alternative work arrangements (Telework or Compressed Work Week). This position requires in-office presence 3 to 5 days per week, based on operational requirements.

How to apply

Our recruitment process reflects our mission to uphold the integrity and accessibility of the electoral process and to manage elections in an efficient, fair, and impartial manner. We offer career growth opportunities and a competitive rewards program.

Please submit your cover letter and resume, quoting File #**EO-2024-49** in the subject line, to hr@elections.on.ca no later than **April 1, 2024**.

We thank all applicants for their submission. Only those candidates selected for an interview will be contacted.



How to request an accommodation

Elections Ontario is an equal opportunity employer. We are committed to fostering an inclusive, equitable and accessible environment, where all employees feel valued, respected, and supported.

Under the *Accessibility for Ontarians with Disabilities Act* and the *Ontario Human Rights Code*, we provide accommodations to applicants with disabilities throughout the recruitment and selection process. If you require a disability-related accommodation to participate, please call 1-888-668-8683, send a fax to 1-866-714-2809, TTY at 1-888-292-2312 or email hr@elections.on.ca.