

Job Posting 25-55

Supervisor, Information Technology

Cobourg is known for its prime location on the lakeshore between Toronto and Kingston. It's a short drive from urban centres where, in a spacious, small-town setting, you can enjoy unique architectural landmarks and great shopping, dining, galleries and theatre, a spectacular white sand beach, and a beautiful waterfront. The Town of Cobourg is a great community to build a career. We foster a culture of collaboration and teamwork and provide many opportunities for our employees to learn, develop and thrive. We value diversity in our workforce and focus on attracting and retaining staff who can work together to meet the needs of our great community.

The Town of Cobourg is seeking a **Supervisor, Information Technology**. Under the direction of the Director, Corporate Services the Supervisor, Information Technology is responsible for supervising the operation and maintenance of municipal computer systems, including telephone systems and printers.

The primary duties of this position include:

1. Technology Management and Maintenance:

- Oversee the installation, configuration, maintenance, and timely upgrade of all technology equipment, including hardware, software, and network systems.
- Regularly monitor, troubleshoot, and resolve system issues and technical malfunctions in a timely manner.
- Collaborate with various departments to support their technological needs, provide recommendations, and implement solutions.
- Conduct regular reviews of IT system performance to identify areas for improvement and optimize overall system functionality.
- Work with the managed service providers to ensure IT controls are applied, vulnerabilities corrected and cyber-related risks to the Town are mitigated effectively.

2. Operations:

- Perform as the senior technical resource and lead the local IT team. This includes overseeing the planning, execution, and monitoring of daily IT operations and IT projects, ensuring timely completion, resource optimization, and alignment with town objectives.
- Collaborate with cross-functional teams to ensure effective communication, stakeholder engagement, and project success.
- Develop and implement IT training programs for employees to stay up to date on best practices, enhance their technology skills, improve productivity, and foster a culture of continuous learning.
- Ensure compliance with all applicable federal, provincial, and municipal regulations related to IT, data privacy, and cybersecurity.
- Support the development and maintenance of data management procedures, including data classification, retention, and disposal.
- Provide input on IT strategy and business continuity plans, participating in disaster recovery exercises and simulations when required.
- Collaborate with other departments and external partners to ensure alignment and integration of IT disaster recovery efforts with broader organizational plans and initiatives.
- Support senior management with procurement, IT related contract negotiations, and service level agreements.
- Stay informed of industry trends and advancements to provide recommendations to senior management for the procurement of new technology solutions and vendor partnerships.

3. IT Security:

- Implement, and maintain comprehensive IT security procedures, and protocols to safeguard the town's digital assets, information systems, and networks from unauthorized access, data breaches, and cyber threats.
- Regularly perform vulnerability assessments identifying potential security risks and coordinating with external cybersecurity experts and law enforcement agencies as necessary to address and resolve security incidents.

4. Cloud Management:

- Act as the systems administrator to oversee the Town's cloud infrastructure, including storage, compute, and networking resources, to ensure optimal performance, scalability, and cost efficiency.
- Work with the managed service providers to help ensure robust cloud security measures, including encryption, access control, and monitoring, to protect sensitive data and applications are continually applied.
- Collaborate with cloud service providers and vendors to ensure seamless integration, ongoing support, and service level adherence.

7. Department Planning:

- Provide input and advice for the annual IT budget.
- Ensure cost-effective allocation of IT resources by tracking expenses, analyzing cost-benefit, and implementing cost-saving measures where appropriate.
- Support senior management with the creation of an IT roadmap that outlines future technology investments, infrastructure upgrades, and resource allocation to support the town's growth and evolving needs.
- Assist with identifying opportunities for innovation and process improvement to enhance service delivery, operational efficiency, and user experience.

The successful candidate will possess the following skills and qualifications:

- Post-secondary education (degree or advanced diploma) in computer science or a related field.
- A minimum of five (5) years' progressive IT experience, a minimum of two (2) of which are in a supervisory or leadership capacity.
- Experience in a Municipal or Public Sector IT environment is preferred.
- Achieved industry certification related to the implementation and administration of a Windows based enterprise environment such as MSCE, MCE or MCP certifications or equivalent certifications.
- Hands on experience technically administering within an MS Windows Environment, MS Azure exposure, SQL Database knowledge, IP phone systems familiarity.
- Demonstrated knowledge and experience working with firewalls, networks, desktop and server operating systems including Windows, Android and iOS, CCTV and Ubiquiti Wireless.
- Knowledge and experience managing and mitigating risks related to cyber security, data, information, privacy, outsourcing, and information technology compliance.
- Strong understanding of networking and routing protocols such as DNS, TCP/IP, ports, protocols (HTTP, HTTPS).
- Excellent understanding and demonstrated experience in Office 365 applications (Exchange, Azure AD, SharePoint Online, Microsoft Dynamics, GIS, SQL Scripting etc).



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This position will require the individual to work with a very high level of independence, prioritizing own work, completing with high accuracy, working within time constraint while displaying excellent interpersonal, organizational and communication skills. The successful candidate must possess excellent problem solving and trouble shooting skills and have the ability to do so under pressure and time constraints.

The successful candidate will need to be able to prioritize work and to work under pressure to meet multiple deadlines accompanied by the ability to exercise discretion and good judgement and maintain confidentiality.

This position will be required to share in the stand-by rotation to provide on-call 24/7 support of infrastructure and respond to cyber threats. The successful candidate must possess a Class "G" driver's license in good standing, have access to a reliable vehicle for use on corporate business and be able to provide a current acceptable driver's abstract and a current acceptable criminal records check.

***Note: This is NOT a remote role.**

WAGE:

The wage scale for this position is Non-Union Grade 6: \$86,044.14-100,684.77 annually.

Interested applicants should forward a PDF copy of their cover letter and resume (one document) in confidence to the attention of the Human Resources Department at humanresources@cobourg.ca **no later than July 15, 2025**. We thank all applicants however only those selected for an interview will receive a response.

In accordance with the Municipal Freedom of Information and Protection Privacy Act, the information gathered is collected pursuant to the Municipal Act, 2001, as amended. The Town of Cobourg is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise Human Resources if you require accommodation.