



NEW WESTMINSTER

Great City, Great Work, Great Future!

Manager, Client & Technical Services

The IT Services department has an exciting new opportunity for a regular full-time exempt Manager, Client & Technical Services. Reporting to the CIO, you will provide excellent customer care and ensure effective and reliable operation of the City's data centres and computer network infrastructure. Supervising a team of staff in Help Desk and Network Services, this position is responsible for delivering quality customer service to all levels of users of the corporation and overseeing planning, implementation, maintenance, and support of all IT systems, PCs, servers, storage systems, network, telecommunications, and systems security.

Our ideal candidate has:

- Completion of a university degree in computer science, business, or engineering
- A minimum of 7 years' experience in the IT systems field with a minimum of 3 years at a supervisory or management level, or an equivalent combination of education and experience acceptable to the employer
- Project Management and/or Microsoft Certified Professional courses or certification would be an asset
- Thorough knowledge of Help Desk client support functions and Data Centre operations
- In-depth knowledge of technology concepts, IT strategies, server architecture, storage systems, network and telecommunications
- Considerable knowledge of corporate IT policies and procedures
- Good knowledge of E-government services, intelligent/smart cities, and advanced technology solutions
- Good understanding of local government procedures and practices, including the roles of Council and staff
- A proven ability to lead staff and consultants
- A natural ability to successfully engage and provide advice to a variety of users, and continually improve customer care
- A track record of exceptional judgment, analytical and problem solving skills
- Excellent written, verbal communication, and conflict resolution skills
- Superior time management, project management and implementation skills
- Strong facilitation and good presentation skills

The City of New Westminster offers a very competitive salary & comprehensive benefits package.

If you are interested in this exciting opportunity, please apply by sending your cover letter and resume quoting competition #18-133, no later than October 16, 2018 to the following:

**Human Resources Department
City of New Westminster
511 Royal Avenue
New Westminster BC V3L 1H9
Fax: 604-527-4619 E-mail: hr@newwestcity.ca**

*The City of New Westminster welcomes diversity and encourages applications from all qualified individuals.
We thank all applicants for their interest and advise that only those selected for an interview will be contacted.
This position is only open to those legally entitled to work in Canada.*