

## We're Recruiting For...

# IT Infrastructure Manager

At Confederation Centre of the Arts (Confederation Centre), the IT Infrastructure Manager is responsible to streamline the operation of the IT department in alignment with the business objectives of the organization. This individual will plan, coordinate, and complete IT related activities, as well as provide administrative direction and support to members of the IT department. Reporting directly to the Chief Operations Officer (COO), this role supports the expanding technological needs of the organization.

**The IT Infrastructure Manager is responsible for a wide range of duties including but not limited to:**

### 1. *IT Management*

- Leads the IT Department in operational and strategic planning by coordinating/organizing projects.
- Implements and manages an upgrade program that addresses identified risks and business security requirements for operational systems and infrastructure.
- Works with senior management to define business and system requirements for new technology implementations.

### 2. *Infrastructure Support*

- Manages and coordinates all IT-related matters including data, wireless communications, mobile technology, telephony, security, and computer hardware and software at three Confederation Centre properties.
- Trouble-shoots and solves problems related to hardware, software, and network problems.
- Researches and recommends acquisition of network hardware and software.
- Monitors network utilization and performance, implements procedures for network optimization, reliability, and availability.
- Identifies problematic areas and implement strategic solutions.
- Builds long term relationships with outside vendors for IT related products and services.
- Coordinates Information Security access and ensures that appropriate security policies and processes are in-place, operate effectively and are followed.
- Communicates with all departments to ensure good coordination of IT changes without impacting business processes.
- Coordinates the work of contractors, project teams, and vendor support teams.

### 3. *Operational and End User Support*



- Oversees the day to day activities of service desk operations.
- Supports end user support technician(s) and manages escalations to ensure they are resolved promptly.

**In addition to being a creative, self-motivated individual, who enjoys working with new people, applicants should possess the following qualifications:**

**1. Education and Experience**

- Degree or diploma in computer science or related discipline
- 5 or more years progressive IT experience
- 2 or more years IT management experience

**2. Skills and Knowledge**

- Proven project delivery success with a wide array of technologies
- Experience with performance troubleshooting and monitoring
- Superior deductive reasoning, problem-solving and analytical skills
- Previous experience in IT services planning and development
- Project and time management skills
- Outstanding communication, interpersonal and leadership skills
- Ability to prepare written policies, procedures, and technical documents.
- Demonstrated ability related to advanced networking (network routing/switching) and IT security (firewalls, etc.)
- Experience with O365, Apple technology, and/or Fortinet products would be considered an asset
- Flexible hours and/or overtime required on occasion

**Compensation & Benefits**

- *Permanent- full time*
- *Salary range; \$62,000-\$67,000*
- *37.5 hours per week*
- *Extended health care*
- *Pension plan*

**How to Apply**

By email to the attention of Sam Doyle – HR Manager at [careers@confederationcentre.com](mailto:careers@confederationcentre.com)

Confederation Centre of the Arts is committed to promoting a diverse workplace culture. We encourage applications from the BIPOC community, persons with disabilities, and other under-represented groups. Where requested, we will provide accommodations to candidates for all aspects of the recruitment and selection process.

**Closing Date: August 10, 2021**