



## **JOB POSTING #2022-016**

### **Information Technology Supervisor**

#### **Information Technology Unit Command**

**SALARY RANGE: \$99,064 - \$114,525  
Start: TBD**

The Barrie Police Services Board is seeking qualified applicants for the position of a full time Supervisor of Information Technology (IT).

The Supervisor of Information Technology will be responsible for the supervision and development of members of the Information Technology Unit. They will lead and motivate this team of professional and technical staff, ensuring appropriate training and resources are available to complete all requests for service.

The Supervisor will ensure the efficiency and effectiveness of the Barrie Police Service Information Technology Unit as well as coordinating all aspects of desktop, laptop and mobile device lifecycle management while ensuring service delivery aligns with organization goals.

**Reports to:** Information Technology Manager

### **Principle Duties and Responsibilities**

- Supervise the daily workload of the unit, prioritizing and organizing IT resources to ensure requests are prioritized and resolved accordingly, while also keeping clients informed and maintaining customer service of the highest standard
- Prepare shift schedules to ensure appropriate coverage for designated service hours
- Assist IT Coordinators with first line support when workloads are high, or when additional experience is needed, and act as an escalation point as required, or when clients are dissatisfied with level of service
- Administer service contracts with vendors and create purchase orders as required
- Collaborate with IT Manager to establish performance standards and complete annual performance evaluations
- Maintain hardware inventories and mobile device counts and spending, reporting to the IT Manager

- Oversee new software and hardware implementation projects as required
- Maintain and audit building security systems to ensure optimal system operations and generate reports when requested
- Report to IT Manager and Senior Leadership Team as required on issues pertaining to IT service delivery and projects
- Ensure a safe working environment for self and other staff members
- Represent the Barrie Police Service at meetings as required
- Other duties as assigned

\*Note: All activities are expected to be performed in a safe manner, in accordance with the *Occupational Health and Safety Act* and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.

**The Barrie Police Service offers a competitive salary and excellent benefits. As a member of a growing and dynamic organization committed to the public safety of the community, the ideal candidate must possess:**

## Essential Qualifications

### Minimum Requirements

- Be at least 18 years of age
- Be a Canadian Citizen or hold Permanent Resident Status
- Ontario Secondary School Diploma (OSSD); or High School Equivalency Certificate (GED)
- Possess a valid “G” Drivers Licence
- Be physically and mentally able to perform the duties of the position

### Education

- Post-secondary diploma/degree in a field related to Computer Sciences, Computer Engineering, or Information Technology
- Project Management certification an asset
- Formal Certification or demonstrated proficiency in:
  - MSCA Windows Server 2016 (or newer) or MSCE Server Infrastructure

- MSCA Windows 10 (or newer) or MS Azure and MS 365
- ITIL Foundation (desirable)
- VMWare

## Experience

- Five (5) years previous workplace experience in similar role using:
  - Networking, server and desktop systems administration and applications support.
- Minimum one (1) year in a supervisory role

## Desired Knowledge, Skills, and Abilities

- Sound understanding of TCP/IP network infrastructure
- Understanding of IT hardware life cycle management
- Demonstrated time management, planning and organization skills with the ability to prioritize tasks and provide verbal instruction to unit members
- Demonstrated analytical and problem-solving skills
- Maintain above average time management skills to meet deadlines during heavy workload periods that may extend beyond the normal workday
- Exceptional interpersonal skills with demonstrated ability to build strong relationships with managers, staff, and internal alliances/partnerships
- Ability to foster amicable relationships with employee groups
- Ability to align IT Unit programs and services within Barrie Police Service goals and objectives
- Knowledgeable in the administration of Microsoft Azure and Microsoft 365
- Demonstrated ability to accommodate deadlines
- Ability to troubleshoot complex problems dealing with computer hardware or software
- Ability to provide ad-hoc training on IT system operations
- Proven report writing skills
- Ability to read and interpret policies and procedures
- Strong communication and customer service skills required to anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations in accordance with the Barrie Police Service Vision, Mission, and Values
- Demonstrated high level of work accountability and personal effectiveness

- Proven ability to interact diplomatically, tactfully, and confidentially with all levels of the Service and members of the public, establishing and maintaining effective working relationships

## Working Conditions

- The successful incumbent will work in a climate-controlled office environment using a desktop computer system, with the ability to move around.
- The incumbent must be able to maintain a high level of concentration for extended periods of time.
- Frequent travel between different Barrie Police Service locations will be required.
- Some work may be conducted in confined, dirty environments (i.e. police vehicle service garage) in order to supervise or assist with installation or maintenance of mobile computer equipment in police service vehicles.
- Occasional exposure to outdoor weather conditions may exist when service garage is not available or offsite work is being completed on CCTV systems.
- The incumbent may be exposed to high noise levels when working and/or supervising others in the data centre.
- The successful incumbent should be able to lift up to 50 lbs.
- Managing conflicting and competing priorities that require frequent multi-tasking to meet conflicting deadlines or to accommodate immediate action requests throughout the day.

## How to Apply

**Posting Date: May 6, 2022**

**Closing Date: May 27, 2022**

All interested **INTERNAL** candidates currently covered by the terms and conditions of the Barrie Police Service, Civilian Working Agreement, shall submit their cover letter and resume, outlining all education, training, and work experience to Sandra Moore, Administrative Assistant #9019 Human Resources and Employment Unit, on or before 1500 on the closing date.

**EXTERNAL** candidates, please submit a **COMPLETE** application package including a Civilian Application Form, Civilian Authorization for Release of Information Waiver, Cover Letter, and Resume, outlining education, training, and experience to support the essential qualifications and knowledge, skills, and abilities of the position prior to 1500 on the closing date.

Forms and Waivers may be found at [www.barriepolice.ca](http://www.barriepolice.ca) under the Join Our Team tab →Civilian Employment →Application Process.

Applications may be submitted via email to [recruiting@barriepolice.ca](mailto:recruiting@barriepolice.ca) in one Adobe (1) PDF containing all documents, by mail, courier, or hand delivery to the address below.

Late or incomplete submissions will not be accepted.

**Barrie Police Service, Employment Unit**  
**RE: Job Posting #2022-016 I.T. Supervisor**  
**110 Fairview Road, Barrie, ON L4N 8X8**

In accordance with the *Accessibility for Ontarians with Disabilities Act (AODA)*, Barrie Police Service strives to ensure that all recruiting practices and processes are non-discriminatory and barrier-free. If contacted in regard to this competition, please advise the Human Resources Representative of accommodation measures you may require during our selection process. Personal Information is collected under the authority of the Police Services Act to determine eligibility for employment.

Personal information collected in response to this posting is collected under the Authority of the Police Services Act to determine eligibility of employment.

## Barrie Police Service Values

Through our actions and dedication, we model the principles of Professionalism, Respect, Integrity, Diversity, and Excellence. (P.R.I.D.E.)