

Manager, IT Operations (Job # 2025-064-IE)

Department:	Corporate Services
Status:	Full Time, Permanent
Date Posted:	June 25, 2025
Date Closing:	July 9, 2025, 4:00 p.m.
Number of Positions:	1
Scheduled Hours/Shifts:	37.5 hours per week
Salary:	\$128,415 - \$156,236 per year
Flexible Working Arrangements:	Yes
Vacancy Reason:	New Position

WHY Stouffville:

Working for the Town of Stouffville means being a part of one of HRD Canada's Best Places to Work. Here, we foster a sense of belonging as a tightknit workforce. The Town is dedicated to supporting its employees, by providing competitive compensation, OMERS Pension, employer funded benefits, paid vacation, sick time, EAP and flexible work arrangements, to help you prioritize what matters most.

Join a passionate and collaborative IT team where you'll lead HelpDesk and Operational staff, manage the Town's current infrastructure, and shape future IT architecture. In this dynamic role, you'll work closely with business groups to translate their needs into technical solutions, while coordinating multi-year IT asset management and driving strategic initiatives. If you're a technically skilled, customer-focused leader who thrives on innovation and cross-functional collaboration, this is your opportunity to make a meaningful impact.

We are committed to being an equal opportunity employer, supportive of an inclusive, barrier-free recruitment and selection process and as we grow, it's important that our workforce reflect the citizens we serve. At the Town, we respect, encourage, and celebrate our diversity. If contacted for an employment opportunity, please advise if you require accommodation.

Position Purpose:

Reporting to the Chief Information Officer, the Manager, IT Operations is responsible for the design, operations and security of the IT infrastructure. The role is responsible for the design, implementation, security and support of the enterprise network infrastructure to meet the present and future needs of the Town. This role will be responsible for designing and maintaining an optimal and resilient corporate network infrastructure through proactive planning, security assessments, and performance tuning of the network technology environment. It will also oversee other aspects of the IT infrastructure such as servers, storage networks and cloud based infrastructure, and act as alternative support for the Systems and Network Architecture functions. Additionally, this role will oversee the day-to-day operations of the IT HelpDesk. The Manager, IT Operations will evaluate and select new networking technologies in addition to leading the implementation of network upgrades and maintenance work to accommodate growth and ensure the reliable delivery of IT services. Accountabilities of this position include the management of highly technical, complex projects along with collaborating and overseeing the work of a variety of vendors and service providers. The Manager, IT Operations will provide direct oversight, leadership, and guidance to the Systems and Network Architects and the Client Services Coordinators.

Qualifications and Requirements:

- University degree in Computer Science/Engineering or equivalent combination of relevant experience and education in a related field.

- Seven (7) to ten (10) years of progressive and relevant experience in a network infrastructure management role within a complex corporate environment including at least two (2) years of experience in a network architecture role designing enterprise network and cloud solutions.
- Cisco CCNP or CCIE certification in good standing is required.
- Additional certifications including CISSP, CCSP, SSCP, ITIL Foundation, and Microsoft MCSE and/or MCSA would be considered an asset.
- In-depth technical expertise required with current network protocols and Internet standards including TCP/IP, IPSEC, DNS, WINS, DHCP, SMTP, NAT, and Layer 2 and Layer 3 routing protocols including Spanning Tree, CDP, VTP, BGP, EIGRP, and OSPF.
- Comprehensive knowledge of LAN/WAN infrastructures, routers and switches, firewalls, perimeter security (IDS, IPS), VLANs, Access Control Lists, VPN, IPsec and associated network monitoring and security tools.
- Experience with the secure design, deployment and maintenance of wireless networks and related equipment (controllers, access points, repeaters, etc.).
- Demonstrated work experience managing a Cisco networking environment with hands-on expertise with Cisco IOS, Cisco ASR routers, Cisco Catalyst switches, Cisco ASA firewalls, Cisco ONE wireless controllers and access points.
- Expert-level knowledge with information network security principles and practices including risk and impact analysis, incident response, vulnerability management, security auditing and penetration testing; understanding of common security frameworks such as CSC, NIST, and/or ISO would be an asset.
- Experience with implementing enterprise data backup strategies and devising comprehensive disaster recovery solutions.
- Knowledge of network monitoring tools and the ability to analyze usage logs and make the appropriate recommendations.
- Must have a strong hands-on/technical knowledge of core Microsoft server technologies including but not limited to Windows Server, Active Directory, Group Policies, and Microsoft SQL Server. Hands-on scripting experience with PowerShell would be considered an asset.
- Experience with virtualization, server consolidation, and disaster recovery utilizing VMWare required.
- Working knowledge of QoS and VoIP would be desirable.
- Advanced analytical and problem-solving skills with keen attention to detail.
- Excellent interpersonal skills with ability to establish and maintain effective consulting relationships with internal clients in order to provide exceptional and timely customer service.
- Good project management, time management and organizational skills adept at effectively dealing with multiple competing priorities while consistently meeting deadlines.
- Available to work on-call/standby as required.
- Excellent written and oral communication skills with a proven ability to explain complex technical concepts into understandable terms for business users.
- Possession of a valid Ontario Class "G" Driver's License and access to a vehicle for use on corporate business (mileage compensated). Proof of vehicle insurance required upon hire.
- Supervision or management experience would be an asset.

How to apply:

Please forward your resume in confidence by **July 9, 2025, at 4:00 p.m.**, identifying **Job # 2025-064-IE** in the subject line to hr@townofws.ca.

Please save your resume in PDF version and save the document in the following format: *Full name, Position Title*

We thank all applicants for their interest in this position, however, only those applicants selected for an interview will be contacted.