



September 1, 2026

**The Corporation of the County of Haliburton Requires a
IT Operations Manager**

The County of Haliburton is currently seeking a qualified candidate for the new full-time, permanent position of IT Operations Manager.

Reporting to the Director of IT, the IT Operations Manager provides leadership and oversight for the day-to-day operation of the County's information technology services and infrastructure. The position supervises technical staff, coordinates operational workloads across multiple sites, ensures timely resolution of incidents and service disruptions, and supports operational planning, vendor coordination, and continuous improvement of IT service delivery.

While primarily a leadership and operational management position, the IT Operations Manager is also expected to maintain strong technical proficiency and provide hands-on assistance when required. This includes supporting service desk and infrastructure activities, resolving technical issues, and participating directly in IT projects, system implementations, upgrades, and other technical work based on departmental workload and priorities.

Successful applicants will have five (5) to seven (7) years of progressively responsible experience in information technology operations, including experience supporting both user-facing services and back-end systems or infrastructure. A three-year college diploma in Information Technology or a related discipline, or an equivalent combination of education and experience, is required. Experience in a municipal or public-sector environment is considered an asset. A valid G driver's licence and reliable personal vehicle are required.

For complete responsibilities and requirements of the position please see the attached job description.

Please submit a detailed resume indicating your skills and experience no later than **Sunday September 20, 2026**. Please send your resume to:

Sarah Hume, Human Resources Manager
shume@haliburtoncounty.ca

We thank all who apply for this position; however, only those selected for an interview will be contacted.

The County of Haliburton is an equal opportunity employer. Accommodation can be provided in all steps of the hiring process. For accommodation options and to ensure full and equal access during the recruitment and selection process, contact Human Resources.

In accordance with the *Municipal Freedom of Information and Protection of Privacy Act*, the information gathered will be used solely for the purpose of job selection.

JOB DESCRIPTION

IT OPERATIONS MANAGER

POSITION SYNOPSIS AND PURPOSE

Reporting to the Director of IT, the IT Operations Manager provides leadership and oversight for the day-to-day operation of the County's information technology services and infrastructure. The position supervises technical staff, coordinates operational workloads across multiple sites, ensures timely resolution of incidents and service disruptions, and supports operational planning, vendor coordination, and continuous improvement of IT service delivery.

While primarily a leadership and operational management position, the IT Operations Manager is also expected to maintain strong technical proficiency and provide hands-on assistance when required. This includes supporting service desk and infrastructure activities, resolving technical issues, and participating directly in IT projects, system implementations, upgrades, and other technical work based on departmental workload and priorities.

MAJOR RESPONSIBILITIES

Description	Approx. Time Spent (%)
IT Operations & Service Delivery - Oversees day-to-day delivery of IT services provided by direct reports to County and Municipal staff across all supported sites. - Ensures timely resolution of incidents, service requests, and operational issues. - Coordinates escalation and response to service disruptions and system outages. - Establishes and monitors operational service performance indicators and metrics. - Identifies recurring operational issues and implements corrective and preventative actions. - Ensures consistent, reliable, and customer-focused IT service delivery within established departmental standards and priorities. - Oversees technical support for public meetings, Council, and critical business activities as required. - Provides hands-on technical support when required to assist with service desk workload, complex incidents, system issues, and periods of increased operational demand. - Works alongside Service Desk and infrastructure staff as necessary to investigate and resolve technical issues, maintain service levels, and address urgent or high-priority operational requirements.	25%

Infrastructure & Systems Management • Provides operational oversight of network, server, and systems infrastructure. • Supervises and coordinates the work of the Network and Systems Administrator and Service Desk Technicians. • Ensures systems, platforms, and services are monitored and maintained in a stable operating condition. • Coordinates planned maintenance, upgrades, and system changes. • Oversees operational aspects of on-premises and cloud-based IT services. • Ensures infrastructure issues are investigated, resolved, and documented. • Participates directly in the implementation, configuration, deployment, testing, troubleshooting, upgrades, and migration of IT systems and infrastructure as required. • Provides hands-on technical assistance for IT projects and departmental initiatives, balancing management and supervisory responsibilities with technical participation based on workload, priorities, and available resources. • Escalates significant infrastructure risks or failures to the Director of IT.	25%
Operational Planning & Lifecycle Management • Oversees lifecycle management of IT hardware, software, and systems. • Plans, assigns, and prioritizes day-to-day operational work for Service Desk Technicians and the Network and Systems Administrator. • Provides input into operational budgets, forecasting, and resource requirements. • Coordinates deployment, replacement, and decommissioning of IT assets. • Ensures accurate tracking of IT inventory, licensing, and operational documentation. • Supports operational readiness for new systems, services, or technology changes. • Identifies opportunities to improve operational efficiency and service reliability.	25%
Vendor Coordination & Continuous Improvement • Coordinates day-to-day operational activities with external service providers and vendors. • Manages vendor escalations related to operational service issues. • Monitors vendor performance against corporately established service levels and expectations. • Assists with operational aspects of vendor contracts, renewals, and service reviews. • Identifies opportunities to improve service delivery through process refinement and standardization. • Supports documentation of operational procedures, runbooks, and workflows.	25%

Participates in projects and initiatives to improve IT operations and service delivery.	
Other Duties Perform 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.

DECISION MAKING AND INDEPENDENCE

a) List up to 3 examples of the types of decisions that are made or issues/situations that are dealt with on a regular basis and how judgement is used to resolve them:

- Prioritizing and assigning operational work for Service Desk Technicians and the Network and Systems Administrator to ensure timely resolution of incidents, requests, and maintenance activities.
- Determining appropriate operational responses to service disruptions or system issues, including escalation, resource allocation, and coordination with external service providers.
- Scheduling and coordinating routine maintenance and operational changes to systems and infrastructure to minimize service disruption and operational risk.

b) List up to 3 examples of situation or problems that are referred to the supervisor for direction or resolution:

- Significant system outages, infrastructure failures, or service disruptions that require executive awareness or have a broad organizational impact.
- Decisions involving major changes to IT architecture, technology standards, or unplanned expenditures beyond approved operational budgets.
- Cybersecurity incidents, compliance matters, or security-related risks requiring strategic oversight or policy direction.

REQUIRED TRAINING

Orientation which includes (all employees)

- All Corporate Policies/Procedures
- WHMIS GHS Training
- Respect in the Workplace
- MOL Worker H & S Training
- AODA

Additional training required:

- Various IT related procedural guides and manuals.

MINIMUM QUALIFICATIONS

a) Education

- Three (3) year college diploma in Information Technology or a related discipline, or equivalent combination of education, leadership, and previous work experience.
- Valid G class licence and reliable personal vehicle.

b) Experience

- Five (5) to seven (7) years of progressively responsible experience in information technology operations.
- Demonstrated experience overseeing or coordinating day-to-day IT operational activities in a multi-user environment.
- Experience supervising, leading, or assigning work to technical staff, including balancing workloads and setting operational priorities.
- Experience supporting both front-end user support services and back-end systems or infrastructure operations.
- Experience responding to and coordinating resolution of service disruptions, system outages, or operational incidents.
- Experience working with external vendors or service providers to resolve operational issues or support service delivery.
- Experience contributing operational input to budgets, asset planning, or lifecycle management activities.
- Experience working in a municipal or public-sector environment considered an asset.

Knowledge/Skill/Ability

- Thorough knowledge of IT service operations, including front-end service delivery and back-end systems and infrastructure support.
- Demonstrated ability to plan, assign, and prioritize operational work for assigned technical staff.
- Strong analytical and problem-solving skills to assess operational issues, identify root causes, and implement effective solutions.
- Ability to coordinate operational response to service disruptions, system outages, and urgent issues using sound judgement.
- Knowledge of IT asset lifecycle management, including deployment, maintenance, and replacement of hardware and software.
- Ability to interpret and apply IT policies, procedures, and operational standards consistently.
- Strong interpersonal and leadership skills to guide, support, and coach technical staff.
- Ability to work effectively with external vendors and service providers to resolve operational issues.
- Excellent verbal and written communication skills to convey technical information to non-technical users and management.
- Ability to manage multiple competing operational priorities in a fast-paced, multi-site environment.

WORK SETTING

CONTACTS

Frequency Legend
Constant – every day for most of day
Frequent – daily
Regular – weekly
Occasional – bi-weekly to monthly

Contact	Frequency	Nature of Interaction
Service Desk Staff	Frequent	To provide work direction and support.
Network and System Administrator	Regular	To provide work direction and support
County Staff	Frequent	Ongoing to provide technical support.
Municipal Staff	Frequent	Ongoing to provide technical support.
County Council	Occasional	To support public meeting requirements.
Director of IT	Regular	To receive work direction, provide progress updates and escalate serious concerns.

WORK CONDITIONS

Please check off all that apply

Frequency Legend
Constant – every day for most of day
Frequent – daily
Regular – weekly
Occasional – bi-weekly to monthly

1. Hours of Work

Normal (i.e. 8:00 am – 4:30 pm, Monday to Friday)	☒
Evenings/Weekends	☒
On-Call	☐
Over-time (How often? Expand below)	☐

Examples: Hours for this position are 8:30am – 4:30pm, Monday to Friday. Occasional need to work evenings or weekends, only as required.

2. Work Environment

	Constant	Frequent	Regular	Occasional	Percentage
Indoors	☒	☐	☐	☐	90%
Outdoors	☐	☐	☒	☐	10%
					=100%
Attend internal/external meetings	☐	☐	☒	☐	
Time spend travelling	☐	☐	☐	☒	
Frequency of interruptions	☐	☒	☐	☐	
Interaction with irate/aggressive clients/customers	☐	☐	☐	☐	

Examples: Travel to attend meetings, support virtual meetings, attend to complex on-site set-ups, some exposure to weather conditions.

3. Hazards

	Constant	Frequent	Regular	Occasional
Noise	☐	☐	☐	☐

Fumes	☐	☐	☐	☐
Dirt, Dust	☐	☐	☐	☐
Hazardous chemicals	☐	☐	☐	☐
Disagreeable weather conditions	☐	☐	☐	☒

Examples: When travelling to deliver equipment or attends meetings.

4. Physical Requirements

	Constant	Frequent	Regular	Occasional
Operating and/or maintaining vehicles and equipment	☐	☐	☒	☐
• Standing	☐	☐	☒	☐
• Sitting	☒	☐	☐	☐
• Walking	☐	☐	☐	☒
• Climbing (ladders)	☐	☐	☐	☒
Requirement to lift objects (50lbs)	☐	☐	☐	☒
Pushing and/or pulling objects to complete tasks	☐	☐	☐	☒
PPE worn on a regular basis (list type):				
•	☐	☐	☐	☐
•	☐	☐	☐	☐
•	☐	☐	☐	☐
Types of tools used (list type):				
• Mobile Device	☒	☐	☐	☐
• Laptop	☒	☐	☐	☐
•	☐	☐	☐	☐

Examples: Most work tasks completed on a computer device while seated, some requirement to lift to 50lbs, stand, climb, or operate a vehicle as part of delivering and setting-up new workstations.

5. Mental Requirements

	Constant	Frequent	Regular	Occasional
Requires awareness of surroundings	☐	☐	☒	☐
Visual effort required on a concentrated basis	☒	☐	☐	☐
Requirement to listen attentively	☐	☒	☐	☐

Examples: Visual concentration required for most tasks, awareness of surroundings required for travel and to identify trip hazards (e.g., wires).

EXPERIENCE

Competence should be achieved by a new person in two (2) years.

POSITION CLASSIFICATION

Position Title: IT Operations Manager

Department: IT

Work Location: Administration Office

Reports to (Direct): Director of IT

Position(s) Supervised Directly: Service Desk Technician (2), Network and Systems Administrator

Position(s) Supervised Indirectly: N/A

Effective Date: January 2026

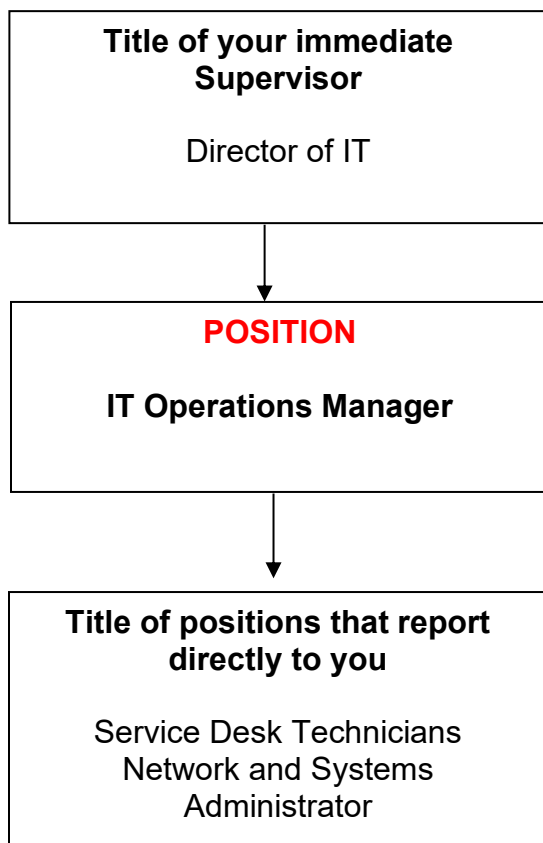
Revision Date: August 2026

Hourly Range: \$114,141.57 - \$133,529.49

Hours Per Week: 40

ORGANIZATIONAL CHART

List the reporting relationship of this position to others within the immediate department.



Note: The foregoing is intended to outline the general description of duties and responsibilities for this position. It is not intended nor should it be interpreted as a complete inclusive description.