



Great Lakes
Pilotage
Authority

Administration
de pilotage
des Grands Lacs

Information Technology Manager (bilingual)

The Great Lakes Pilotage Authority (GLPA) is a federal Crown corporation established, pursuant to the *Pilotage Act*, in order to provide safe, efficient, reliable and comprehensive marine pilotage and related services in its region of responsibility.

Position Summary

Reporting to the Chief Financial Officer (CFO), the Information Technology Manager is responsible for all of the elements of the Great Lakes Pilotage Authority (GLPA) information technology systems including hardware and software. The Information Technology Manager will provide technological solutions to the organization and work closely with third party software companies to adopt new technologies and bring efficiency to existing systems.

Posting number: GLPA2024-02

Conditions of Employment:

Salary from \$92,248 to 138,373 per year
Scheduled for 37.5 hours per week
Group benefits paid for by the employer
Public Service dental and medical benefits
Public Service Pension Plan
Full-time, permanent position
Work location is the GLPA Head Office in Cornwall Ontario

PRIMARY RESPONSIBILITIES

The **Information Technology Manager** is accountable for the following:

- Manage the GLPA's information technology (IT) function and functions as administrator for all IT systems;
- Developing a modernization roadmap and building innovative solutions leveraging the cloud and artificial intelligence;
- Develop and implement IT solutions to modernize, streamline and automate processes throughout the organization.
- Managing relationships and commercial arrangements with technology partner ecosystem;
- Working with GLPA stakeholders and end customer to drive adoption of technologies to improve GLPA services, safety, and efficiency;
- Understand various IT troubleshooting and provide technical support;
- Diagnose and resolve technical hardware and software issues.
- Respond to requests for technical assistance;
- Establish cybersecurity protocols and controls;



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- Monitor network access and backup systems;
- Maintain company-wide disaster recovery plan.
- Provide recommendations for budgeting, and planning of the organization's technology evolution;
- Create and maintain procedural documentation for the IT function;
- Communicate with third-party software providers for troubleshooting and information on new technologies;
- Manage the entire lifecycle of IT projects, ranging from strategic planning initiatives to tactical activities;
- Partner with outside vendors in the design and modification of IT resources and supervise the implementation;
- Other duties as assigned by the CFO within the scope of the position.

KNOWLEDGE AND SKILL REQUIREMENTS

The successful candidate will have the following education, skills and abilities:

- University degree in Computer Sciences or Information Technology and Information Systems;
- 5 years of direct work experience in IT, preferably within a similar scope;
- Ability to manage cross-departmental and cross-disciplinary resource allocations;
- Knowledge of financial management technology and internal controls;
- Familiar with various programming languages and development platforms;
- Familiar with databases and operating systems such as SQL server and Windows server;
- Familiar with the software development and architecture framework of the Microsoft ecosystem including cloud environment;
- Experience dealing with Managed Service Providers, and Cloud providers;
- Experience in setting up cybersecurity measures at an organizational level;
- Experience in troubleshooting and solving various software and hardware problems;
- Experience integrating various systems and software;
- Experience Network Security;
- Excellent presentation skills;
- Project Management and Change Management certifications an asset.
- Excellent interpersonal skills;
- Have demonstrated troubleshooting skills;
- Sound judgment, diplomacy, initiative, organizational skills, management skills and is self-reliant;
- Clear, precise and professional verbal and written communications;
- Ability to analyze, plan and schedule daily activities;
- Flexibility to adjust to shifting priorities and deadlines;
- Proficiency in both official languages (oral and written) is mandatory.

The GLPA offers competitive compensation, a benefits package and a pension plan.



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The GLPA is committed to building a skilled and diverse workplace reflective of Canadian society. We treat all employees and job applicants fairly and with dignity and respect. The GLPA uses an individual's qualifications, skills and achievements as the basis for employment-related decisions, including hiring, promotions, compensation, benefits and conditions of employment. We promote employment equity and encourage you to complete the Self-declaration Form if you belong to one of the designated groups when you apply (Aboriginal peoples, members of visible minorities, persons with disabilities, women).

If you require disability-related accommodation to facilitate your participation in the recruitment process, we kindly request that you get in touch with us to provide your contact details. We will promptly reach out to you. Any information received in connection with accommodation requests will be kept confidential.

The self-declaration form is available on our website at: <http://www.glpa-apgl.com/about/careers/>.

All interested applicants should forward their resumes in confidence, to:

Great Lakes Pilotage Authority
202 Pitt Street, 2nd Floor
P.O. Box 95
Cornwall, Ontario
K6H 5R9
Attention: Human Resources
humanresources@glpa-apgl.com

(Only candidates selected for an interview will be contacted.)