HAMILTON POLICE SERVICE

Career Opportunity:
Manager – Information Technology Services

SUMMARY

About HPS

HPS patrols 1,113 square kilometers, serving over 620,063 residents. The Service is divided into two main areas: Operations, which provides visible policing and investigations in various specialized units, and Support, which offers services in areas such as professional development, emergency response, crime prevention, fleet and facilities, IT, Records and HR. HPS is committed to the highest standards of integrity and professionalism in all its divisions.

Our vision to be a trusted partner in delivering public safety is what motivates our members each and every day. Hamilton Police Service is an innovative police service dedicated to working in partnership with our communities to make Hamilton a safe and healthy community in which to live and work. Established in 1833, Hamilton is one of the oldest policing services in the world.

Position Summary:

Reporting to the Superintendent of Business and Strategic Initiatives, the Manager of Information Technology Services will plan, coordinate, direct, and design all operational activities of the IT Services Section, as well as provide direction and support for IT solutions that advance the strategic priorities of the Service. The Manager will work closely with decision makers in other departments to identify, recommend, develop, implement, and support cost-effective and best practice technology solutions for all aspects of the Service.

Duties include but not limited to:

- Lead and direct the IT Services team in the planning, coordination and execution of daily operations, ensuring efficient and effective IT service delivery and minimal disruption to organization operations.
- Act as a primary advisor on IT solutions, providing leadership to the organization on technical initiatives and decisions. Collaborate with cross-functional teams to assess and implement technology solutions that support business operations and strategic initiatives.
- Develop long-term technology roadmaps that support growth, scalability, and innovation within the organization. Stay abreast of emerging technology trends and advise on their potential

impact on the organization's goals. Ensure the security and integrity of the organization's data, systems, and IT infrastructure by implementing effective cybersecurity practices.

- Develop and execute IT disaster recovery and business continuity plans to ensure minimal downtime during technical disruptions.
- Manage the IT Services budget, ensuring cost-effective allocation of resources for hardware, software, and human capital.
- Oversee relationships with external technology vendors and service providers, ensuring that contracts, service level agreements (SLAs), and deliverables are met. Manage the procurement process for IT products and services, ensuring that all purchases align with organizational goals and IT requirements.
- Establish and maintain clear performance metrics for the IT team to monitor and evaluate service levels and operational efficiency.
- Ensure effective management of IT infrastructure, including network, servers, storage, and cloud services, ensuring reliability and security. Work closely with department heads and decision-makers to identify their technological needs and recommend appropriate IT solutions.
- Identify, develop, and implement innovative technology solutions that improve business processes, drive efficiency, and reduce costs. Lead and support the selection, development, and deployment of new systems and software applications.
- Oversee the implementation of IT solutions, including project management, resource allocation, timeline management, and quality control.
- Conduct regular assessments of IT services and processes, identifying areas for improvement and implementing necessary changes.
- Prepare reports for senior leadership on the performance, budget, and outcomes of IT services.
- Lead, mentor, and develop the IT team, ensuring they have the skills and resources needed to succeed in their roles.
- Conduct performance evaluations and provide guidance on career development, training, and advancement.
- Foster a positive and productive work environment that encourages professional growth, teamwork, and a high standard of service delivery.
- Other duties as assigned.

Education: Successful completion of a University degree or College Diploma in Computer Science or a related field.

Experience:
- A minimum of ten (10) years of IT experience with at least 5 years in a leadership role.
- Experience managing critical IT Infrastructure technologies in an operational role.
- Experience with project management and change management including business case preparation, cost benefit analysis and budget preparation.

Certifications & Licenses:
- Valid Class G Driver's License, or the equivalent, with no more than six (6) accumulated demerit points, permitting you to drive an automobile in Ontario with full driving privileges.
- Professional designation (e.g. ITIL, PMP or equivalent) is an asset.

Skills & Key Competencies:
- Experience working in unionized environment and building and maintaining positive and collaborative relationships with all stakeholders, including Association, Senior Management and members at all levels.
- Proficient in presenting ideas clearly and effectively, using business-friendly and user-friendly language to ensure understanding across diverse audiences.
- Proven leadership skills with the ability to manage and motivate a multidisciplinary team.
- Excellent communication and interpersonal skills for liaising with employees, management, and external agencies.

INTERESTED IN THE POSITION?

Applications including cover letter and resume must be submitted via email by indicating the posting number **#2025-062** in the subject line to recruiting@hamiltonpolice.ca before 11:59 PM on **September 26, 2025.** Please be advised we do not currently use AI technology as part of our screening and selection process.

In accordance with the Ontario Human Rights Code (OHRC) should you require an accommodation at any time during the recruitment and selection process we encourage you to notify the Human Resources @ recruiting@hamiltonpolice.ca

We thank everyone for their expressed interest and appreciate the time you've taken to submit you application. However, only those selected for employment testing and/or an interview will be contacted.

At Hamilton Police Service, we are committed to a fair and equitable recruitment and selection process. We strive to build, mentor, and retain a highly skilled workforce that reflects the diversity of the communities we serve. By fostering an inclusive and respectful workplace where every member feels valued and has a strong sense of belonging, we strengthen our ability to serve Hamilton with professionalism, empathy, and integrity.

We strongly encourage applications from individuals of diverse backgrounds, including 2SLGBTQIA communities, Indigenous peoples, persons with disabilities, racialized persons, multilingual candidates, and anyone passionate about public service. By joining the Hamilton Police Service, you will play a crucial role in making a meaningful difference in the lives of those who call Hamilton home.

Hamilton Police Service (HPS) is situated upon the traditional territories of the Erie, Neutral, Huron-Wendat, Haudenosaunee and Mississaugas. This land is covered by the Dish With One Spoon Wampum Belt Covenant, which was an agreement between the Haudenosaunee and Anishinaabek to share and care for the resources around the Great Lakes. We further acknowledge that this land is covered by the Between the Lakes Purchase, 1792, between the Crown and the Mississaugas of the Credit First Nation. HPS honours with gratitude this sacred land which, from time immemorial, has been and is home to many Indigenous people from across Turtle Island.