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**EMSB**



# EMPLOYMENT OPPORTUNITY



**SERVICE MANAGER- INFRASTRUCTURE OPERATIONS AND SERVICE DESK MANAGER**  
General Circular No. M-16

Place of Work:	Information Technology Services
Classification:	5
Salary Rate:	\$72,911.00 to \$97,212.00
Start Date:	Immediate
Immediate Superior:	Assistant Director

**Nature of the Work**

Under the authority of the Assistant Director of IT Infrastructure, the Infrastructure and Service Desk Manager assumes management responsibilities for enterprise infrastructure, operations, and Service Desk.

The position includes responsibility for the acquisition, implementation, maintenance, optimization and security of IT infrastructure, including fiber optics network, telecommunications, server and storage infrastructure, wired and wireless networks, IP telephony and IT devices (e.g., Desktops, tablets, phones, IoT).

The incumbent is responsible for:

- Asset lifecycle management, vendor relations, project management and quality control.
- The security, integrity, and high availability of IT infrastructure.
- Daily operations, including software and hardware procurement, contracting and licensing.
- User services such as the Help Desk, incident, and problem management.
- Participation in the cloud computing strategy, including cloud adoption plans, design, deployment, and monitoring.
- Active collaboration in projects initiated by other departments that have significant IT impacts or require IT expertise, ensuring alignment with IT capabilities and strategies.
- Implementation of guidelines and procedures aligned with Information Security frameworks and best practices.
- Applying standards, directives, guidelines, and recommendations issued by relevant governing bodies (e.g., COCD, MCN, Audit Committee) to ensure compliance.
- Management, coaching and development of the personnel under their supervision and development and implementation of governance.
- Monitoring of emerging trends, standards, next generation technologies and best practices in the spirit of continuous improvement.

**Requirements and Qualifications**

- Diploma of Collegial Studies (DEC) in a relevant field (IT Service management, computer engineering, or a similar field preferred) AND six (6) years of relevant experience
- Undergraduate degree in a relevant field of study, preferably in Information Systems, Computer Engineering or Information Security, is considered an asset
- Excellent English/French language skills, both oral and written
- Proficiency with ITIL Service Management Framework
- Technical (e.g., CCSP, CCNA, Microsoft Certified Professional, CompTIA Security, etc.) and/or Managerial Certifications (CGEIT, ITIL, PMP, etc.) an asset
- Experience with GRICS suite of applications, Microsoft technologies including M365, Azure, Extreme and Fortinet technologies, an asset
- Creative and innovative problem-solving and communication skills
- Experience researching and evaluating a variety of IT products, services and practices
- Expert understanding of relevant and emerging technologies and industry trends
- Excellent leadership skills (communication, delegation, staff development, employee relations)
- Ability to prioritize, multi-task and work as part of a team with minimal supervision
- Strong technical and non-technical communication skills: familiarity with presenting and explaining technical concepts to a variety of audiences

To view job description as outlined in the classification plan [click here](#)

Interested candidates should send their letter of interest and curriculum vitae to  
[jobs@emsb.qc.ca](mailto:jobs@emsb.qc.ca)  
to the attention of Ms. Ann Watson, Director of the Human Resources Department,  
**by Friday February 9, 2024, by 4:00 p.m.**

Please refer to the circular number in your letter of application.  
Only candidates chosen for an interview will be contacted by the English Montreal School Board.  
Tests may be administered in order to assess candidates' skills

The masculine gender was used in this posting to facilitate the reading.

The English Montreal School Board has implemented an Equal Access Employment Program in accordance with the Act respecting equal access to employment in public bodies and encourages applications from women, members of visible and ethnic minorities, aboriginal and handicapped peoples.