



Position Description

Position: Manager, IT
Location: Brantford
Incumbent:
Reports To:

Purpose:

To provide leadership and direction to the Information Technology function at the Patriot Forge family of companies, by coordinating, adapting, implementing and supporting systems that enhance the business enterprise

Responsibilities:

- Provide leadership, mentoring and coaching of IT staff, and as necessary, external service suppliers
- Maintain a professional, mutually supportive IT team with a strong customer-service orientation
- Ensure highest levels of system uptime, speed and stability, information security and long term redundant backup of records
- Facilitate efforts toward standardization of systems and processes at multiple sites that are currently running either different versions or different systems/processes
- Actively manage an IT request priority system that:
 - Effectively adjusts to shifting priorities
 - Maintains an audit trail of changes made, including appropriate authorization
 - Effectively and simultaneously handles large resource intensive projects as well as “quick fixes” and “day to day issues”
- Direct or manage large-scale applications, programs, and projects across multiple sites, involving significant scope and complexity
- Balance the need for flexibility and customer service with the need for projects to have defined scope, time frames and budgets
- Ensure that IT staff are jointly committed to the goals and objectives of the project and lead them to deliver the solution in scope, on time and within budget
- Ensure continuous quality improvement and capacity management, along with providing recommendations for the immediate and long term needs of the corporation
- Assist the IT department to move in a structured, documented and process oriented direction, follow best practices and industry standards for information systems
- Build effective IT support and systems which are in line with business goals and strategic direction
- Assist in the training of new or modified systems to existing employees
- Maintain document management system in SharePoint
- Continuous process improvements

Experience/Skills/Education:

- University degree in Computer Science or related field of study required for role

- Minimum 7-10 years recent hands-on experience in an IT environment with demonstrated progressive management experience aligning information systems with business objectives
- Experience with ERP system implementation, integration and support in a manufacturing environment is an asset
- Experience with replacing accounting, payroll, financial and HRIS systems including integration with custom material requirements planning (MRP) and enterprise resource planning (ERP) systems
- Experience with the implementation of IT Security procedures, standards and best practices (NIST 800-171, CMMC) is an asset
- Analytical capabilities to structure/ improve existing processes in a systematic and effective way
- Ability to work in a changing and highly competitive environment
- Strong leadership skills along with an aptitude for analysis and organization
- Strong project management skills, experience in a fast paced and dynamic environment
- Excellent team building skills and communication skills
- Proven track record in taking business requirements and translating them into detailed specifications, recommending appropriate software along with timelines and costs
- Practical hands on programming skills highly desirable

Health & Safety:

- Conduct all tasks in a safe manner – Think Safety First
- Ensure policies and procedures are followed at all times
- Promote a healthy and safe working environment

Signatures:

Employee: _____
Signature Date

Supervisor/Manager:

Name (print) Signature Date

Human Resources:

Name (print) Signature Date