



Director of Information Technology

The Corporation of Norfolk is a rapidly growing single-tier municipality of 70,000 located on the North Shore of Lake Erie in Southwestern Ontario. Norfolk offers abundant recreational and lifestyle opportunities within a uniquely rural and urban setting.

Rural by nature, prosperous by design, Norfolk is located one hour south-west of Toronto. It offers picturesque small-town rural living with some urban options, while being within easy reach of major urban centres including Hamilton, London, Kitchener-Waterloo, and Brantford. With wonderfully varied tourist attractions, a bountiful and proven agricultural tradition, and spectacular recreational activities, the exceptional quality of community and family life simply can't be beaten!

With a combined operational and capital budget of approximately \$300M, a capital forecast exceeding \$1B in the next decade, and close to 1,000 staff, the County is committed to meeting the needs of its residents and business community by delivering efficient and effective services.

Define the Future

As the ideal candidate and our new **Director of Information Technology**, you are both a strategic and hands-on IT leader with a view to innovation, modernization and service excellence. Both your business and IT acumen are exceptional, and you have an ability to support effective IT applications, operations and infrastructure through the management of innovative technology solutions.

Reporting to the General Manager, Corporate Services, the Director of Information Technology is responsible for enabling Norfolk to deliver on its mandate of robust and innovative technology. As a strategic, yet hands-on leader, the Director will lead a small team of IT professionals and will roll up their sleeves when required, while overseeing and promoting a continuous improvement framework to ensure that Information Technology meets all the organization's business needs.

The successful candidate will provide strategic direction and hands-on tactical support as it relates to IT applications, operations/infrastructure and security. This includes oversight of all organizational technological and change initiatives, including the development of vital business applications; leadership regarding IT operations/infrastructure, networks, security and compliance initiatives including development of related governance models; IT support to Norfolk's divisions, in order to enable business units to meet their objectives; and direction to stakeholders, vendors, municipal partners, etc. to find efficiencies through partnerships.

Ideal Qualifications:

The incumbent will possess the following qualifications:

- **Management:** Minimum 10 years' current related experience in the Information Technology field including progressive leadership experience. Municipal or broader public sector experience preferred.
- **Strategic and Tactical Acumen:** Ability to translate strategic vision into practical action while fostering a positive and innovative workplace.
- **IT Technologies:** Knowledge and experience at both a leadership and hands-on level across a range of IT disciplines including architecture, business applications, cloud-solutions, operations, and infrastructure including network protocols, cyber security frameworks and compliance.
- **Systems Development:** Solid knowledge of systems development life cycle including feasibility analysis, design, specifications, programming, testing, documentation and implementation.

- **People Leadership:** Demonstrated experience in managing a large staff team including performance and project management, budget control, conflict resolution in a fast-paced environment ensuring exceptional customer service.
- **Program Management:** Ability to manage multiple concurrent projects/initiatives, objectives, groups or activities.
- **Financial Management:** Ability to manage, track and maintain related operating and capital budgets, and financial requirements.
- **Stakeholder Relations:** Demonstrated experience in building partnerships, collaborative projects and business relationships with internal staff divisions, and IT service partners.
- **Customer Service:** Ability to provide oversight, policy development, and exceptional customer service to a broad range of complex and unique business systems that support our enterprise.
- **Education:** Must have a university degree in Computer Science, Information Technology, or a related field. Certifications such as A+, MCSE, PMP, or ITIL preferred.

Benefits of working with Norfolk County include:

- **Location** – our head office location in Simcoe, Ontario, conveniently and centrally located a short 30-minute drive from Brantford. We are also close to Hamilton and the Niagara region.
- **Hybrid work environment** – the initial one to three months will require an in-office presence. Once established you will have the opportunity to work virtually up to 50% of the time in our modern offices with no fee parking.
- **Employee Development** - staff leadership training opportunities.
- **Low cost of housing** – Norfolk County provides opportunities for a robust lifestyle. The choices range from developed urban centres to rural properties with opportunities for waterfront living. Prices are at least 40% less than the Greater Toronto Area prices. At this price point, many can live mortgage free if moving from an urban area.
- **Healthcare** – A number of excellent health care and hospitals are in our region.
- **Compensation and Benefits** - A competitive salary (up to \$150,000 with some latitude for candidates with exceptional abilities and experience), plus a comprehensive benefits package, and OMERS pension and excellent ancillary incentives such as department and wellness events as well as top of the line Employee & Family Assistance Program.

How to Apply

To explore this opportunity please apply via email by May 12th, 2025, or **sooner to careers@waterhousesearch.net** quoting project NC-DIT.

Should you wish to speak to our Executive Recruiter or to receive a detailed position description please contact Amy Oliveira at 416-214-9299 x4, amy@waterhousesearch.net or Jon Stungevicius at 416-214-9299 x1, jon@waterhousesearch.net.

All applications will be held in strict confidence. We thank all applicants, however, only those selected for an interview will be contacted. Personal information is collected under the authority of the Freedom of Information and Protection of Privacy Act and will be used for employment assessment purposes only.