



Manager, Integrated Technical Services Work Description

EASTERN CANADA RESPONSE CORPORATION/
LA SOCIÉTÉ D'INTERVENTION MARITIME, EST DU CANADA

Department:	Corporate	Reports to:	President
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SUMMARY OF POSITION

- The Manager is responsible for overseeing the planning, implementation, and management of integrated technical services across various activity lines within Eastern Canada Response Corporation (ECRC), including steady state and oil spill response operations.

WORK PERFORMED

- Develops and executes a strategic vision, including robust controls and integrated solutions, for integrated technical services that supports the organization's goals and enhances operational efficiency.
- Leads and manages technical projects from conception to completion, ensuring they are delivered on time, within scope, within budget and ensures all technical solutions align with organizational objectives and deliver value to stakeholders.
- Prepares and manages budgets related to technical services. Works closely with corporate and regional offices (i.e., operations, finance) to identify needs and provide integrated technical solutions. This includes leveraging technology for equipment management, training, and incident reporting to promote a culture of continuous improvement and innovation.
- Supervises and mentors an external team of technical professionals who will provide technical guidance and support to team members and stakeholders on complex technical issues and solutions, including tracking IT Assets, hardware replacements, software renewals, licensing, implementation of standard SharePoint structure for cloud file storage and Microsoft 365 tools to support both steady-state, including exercises, and oil spill response operations.
- Analyzes performance metrics and establishes controls to ensure data integrity, continuity and prepares reports for senior management, highlighting project progress, challenges, and opportunities for improvement.
- Manages relationships with external vendors and service providers to ensure quality service delivery and adherence to contracts, including overseeing the delivery of training and support across the organization in support of the transition to new information and communication technologies and applications.



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DIRECT REPORTS

- Contracted service

WORKING RELATIONSHIPS

Works under the general direction of the President. Frequent contact with all levels within the organization, including the senior management team. Works with Corporate and Regional Office staff in the development and establishment of corporate integrated technical projects and programs.

QUALIFICATIONS

- The position requires a Bachelor's degree in Computer Science, Engineering, Information Technology, or a demonstrated combination of education and experience.
- The position of the Manager, Integrated Technical Services requires proven skills for a minimum of five years at a senior level of management including technical services management, project management, analyzing business needs, and experience with aligning IT infrastructure with business objectives.
- Proven experience in leading cross-functional teams and in planning and management of complex projects.
- Proficient knowledge of computer hardware and software systems and programs, computer networks, network administration, and network installation.
- Well-developed time management, organizational, and prioritization skills, with strong attention to detail and the ability to manage multiple projects, communication and strong interpersonal skills are required.
- Ability to work effectively in a fast-paced, dynamic environment in both official languages.
- Previous experience supporting multiple locations preferred.



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ASSET QUALIFICATIONS

- A master's degree or relevant certification (e.g., PMP, ITIL) is an asset.
- Strong technical knowledge of SharePoint Administration and Content Management Systems for site creation and management, Microsoft 365 (i.e., Microsoft Teams, knowledge of cloud technologies and database solutions, basic GIS and technical support capabilities are assets.

SPILL RESPONSE DUTIES: ICS ROLE & RESPONSIBILITIES

- Serve as a technical specialist under the Incident Command System (ICS), focusing on response systems administration and communications support.
 - Manage and maintain response systems to ensure they are operational and effective during incidents
 - Provide technical guidance and support to ECRCs Spill Management Team (SMT), both virtually and on-location as needed
 - Work closely with other ICS roles to integrate IT solutions into the overall incident response strategy.

Additional Notes

- Participate in routine response exercises and Incident Command System (ICS) training
- Travel as required

Approved: _____ Date: _____