

EMPLOYMENT OPPORTUNITY



FIELD SERVICE MANAGER, IT SERVICES

General Circular No. M-2

Place of Work:	Information Technology Services
Classification:	5
Salary Rate:	\$83 554 to \$111 401
Start Date:	Determined by the Board
Immediate Superior:	Assistant Director

Nature of the Work

Under the authority of the Assistant Director of IT Infrastructure, the Field Services Manager plans, organizes, directs and oversees the delivery of field-based technology services to EMSB schools, centres and administrative units. The incumbent ensures that Field Services operates as an integral part of IT Services, in alignment with departmental priorities, governance requirements, cybersecurity standards, approved technology architectures and established service-management practices, and that operational procedures and service-delivery activities remain consistent with the direction established by Information Technology Services management.

The incumbent is responsible for:

- **Planning, organizing and overseeing Field Services operations**, including the assignment, scheduling and coordination of technical personnel delivering on-site support to EMSB schools, centres and administrative units.
- **Ensuring that Field Services priorities, activities and work practices are aligned with the strategic and operational direction of Information Technology Services**, as established by the Director and Assistant Director, and that departmental policies, standards, procedures and directives are consistently applied.
- **Establishing and maintaining appropriate operational controls, documentation and reporting mechanisms** to provide management with timely visibility into service requests, technician assignments, workloads, ongoing initiatives, operational risks, asset movements and service-delivery results.
- **Managing, supervising, developing and evaluating Field Services personnel**, including recruitment and selection, onboarding, assignment of work, performance management, professional development and ensuring that staff carry out their duties in accordance with departmental priorities, established procedures, service standards and directives issued by Information Technology Services management.
- **Coordinating Field Services activities with the Infrastructure and Operations, Service Desk, Applications and Development, Information Security and administrative teams**, ensuring effective escalation, communication, knowledge sharing and continuity of service across Information Technology Services.
- **Overseeing the delivery and continuous improvement of field support services**, including workstation deployment and replacement, on-site troubleshooting, equipment installation, inventory and asset lifecycle management, service procedures, quality controls and support documentation. Field Services currently performs activities that include device deployment and repair, on-site technical support, audiovisual installations, imaging, inventory, shipping and receiving, and specialized support for certain physical-security technologies.
- **Monitoring service levels, operational performance, resource utilization and compliance with established processes**, identifying opportunities to standardize and improve service delivery, and providing regular operational updates, recommendations and escalation of material issues to the Assistant Director.

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
- An 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 and Project management.
- Experience with GRICS suite of applications, Microsoft technologies including M365, Azure, Extreme and Fortinet technologies, an asset
- Excellent leadership skills (communication, delegation, staff development, employee relations)
- Ability to prioritize, multi-task and work as part of a team with minimal supervision

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 to the attention of Ms. Ann Watson, Director of the Human Resources Department,

by Friday October 23 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 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.