



KINGSTON POLICE

705 Division Street, Kingston ON K7K 4C2

Position Title: Director of Information Services
Competition #: CIV-007-025
Pay Range: \$122,521 to \$153,152/annual
Posting Date: April 22, 2025
Closing Date: May 14, 2025

POSITION SUMMARY

The Director of Information Services ensures the effective and efficient use of existing and new information technology (IT) and communications systems to support the goals and objectives of the Kingston Police Service.

The Director of Information Services will focus on strategic planning project management, analysis and review at an organizational level, relationship management, introducing appropriate IT governance and contribute to the creation and implementation of organization-wide strategic initiatives and activities as a member of the Senior Management Team and a member of the Senior Officers Association.

This position and salary is based upon a 40-hour work week, typically Monday to Friday. However, the position requires flexibility and the ability to work overtime hours, which may include evenings or weekends as required to meet the operational needs of the organization.

Please note that the Senior Officers Association is currently engaged in negotiations to update the collective agreement.

KEY RESPONSIBILITIES

Strategic Planning and Analysis

- Determines the long-term direction that aligns the requirements of the Service with trends in Law Enforcement and the broader technology industry.
- Ensures that the software, hardware and services throughout the organization meet the needs of today and provides the capacity to support growth improving efficiency and effectiveness.
- Researches best practices, policies and legal requirements for technical and information management and security practices.



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- Ensures the Service policies and practices align to meet or exceed industry requirements.
- Identifies gaps in information and technology services and evaluate the associated risks and managing resources to mitigate those risks.
- Prepares reports and makes recommendations to Senior Management Team re: technology solutions.
- Ensures current knowledge on new technologies and business requirements.

Project Management and Implementation of Organizational Initiatives

- Creates project management principles, guidelines and procedures to be followed throughout the organization.
- Responsible for the acceleration in the number and complexity of new projects that rely on technology.
- Develops and recommends new policy and business processes related to the used of computerized technologies.
- Reviews IT procedures prepared by IT Unit staff to ensure adherence to policies and external governing organizations.
- Directs and guides the planning and implementation of new projects.
- Attends seminars, workshops, conferences and courses as required to maintain a high level of knowledge and expertise.
- Development of an AI roadmap.
- Development of a cybersecurity training program.
- Lead the design, implementation, and continuous improvement of the Kingston Police cybersecurity posture.

IT Unit Oversight

- Coaches and encourages staff, troubleshooting system issues as required.
- Directs and engages staff when alternative technology solutions are considered.
- Supervises departmental staff including staff development, succession planning, performance management/review, health and safety, collective agreement administration and discipline.
- Identifies learning opportunities and ensures Unit staff are trained to meet mandatory requirements as well as providing discretionary learning e.g. to increase leadership skills.
- Supports staff to resolve problems.
- Authorizes procurement of IT hardware, software and services.



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- Ensures best practices, industry standards and security policies of Kingston Police and/or external governing organizations are adhered to.
- Reviews authorized overtime and time-off requests.
- Reviews and approves shift schedules and deploys work as required.
- Guides the writing of Requests for Quotes and Proposals (RFQ, RFP) for technology solutions that align with business requirements.
- Liaises with the Director of Finance to facilitate RFQ/RFP processes.
- Oversees the process on vendor submissions, reviewing reports and making recommendations on preferred vendor to Deputy, Chief and/or Police Service Board (PSB).
- Oversees the management of vendors and suppliers to ensure compliance with agreed contracts.

Budget Management

- Oversees the Information Technology Capital and Operating Budget.

REQUIRED QUALIFICATIONS

- Post-secondary degree in computer science/computing or equivalent work experience (Professional certification or designation in Project Management, Certified Microsoft Solution expert, or Server Infrastructure would be an asset)
- At least five (5) years of experience managing multi-disciplined information technology workers, including demonstrated experience managing IT projects.
- Proven track record in implementing cybersecurity frameworks and incident response strategies.
- Advanced knowledge in the following:
 - Microsoft Office products including Word, Excel, PowerPoint, Access, Visio and Project
 - Microsoft Active Directory
- Demonstrated ability to:
 - Align Unit programs/services with Kingston Police goals and objectives.
 - Build strong relationships with managers and staff, and internal alliances/partnerships.
 - Champion the mission and values of the Service.
 - Foster amicable relationships with employee groups.
 - Manage projects simultaneously.



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- Intermediate level in the following:
 - Analytical, problem-solving, time management skills
- Availability to accommodate deadlines, meeting/event attendance and/or peak period workloads that may extend beyond the normal workday, as may be required.

Please inform us of any accommodations we need to make to ensure a barrier-free recruitment experience. Accommodations are available in accordance with the Ontario Human Rights Code (OHRC) and Accessibility for Ontarians with Disabilities Act (AODA) at any stage in the recruitment process.