Municipal Assessment Agency
St. John's | Gander | Corner Brook |
Phone: 1-877-777-2807
Email: info@maa.ca
www.maa.ca

Manager, Technology Services

Contract (One Year) / 35 Hours per Week / Internal Opportunity

The Municipal Assessment Agency is required to provide municipalities with real property values (or assessments) in accordance with the terms and conditions of the province's Assessment Act, 2006. We are responsible for providing property assessment services to over 240 municipalities within Newfoundland & Labrador.

LOCATION: Any Regional Office (St. John's, Gander, Corner Brook)

The Municipal Assessment Agency is committed to providing their employees with training and overall professional growth. We provide great rewards including, but not limited to, comprehensive health benefits, flexible working arrangements, pension and leave benefits, learning and development opportunities, an employee & family assistance program, and challenging work.

THE ROLE:

The Municipal Assessment Agency is seeking a **Manager, Technology Services** within the **Corporate Services** Division.

KEY RESPONSIBILITIES:

Under the direction of the Director, Corporate Services this position is the Agency's lead for the development, customization, delivery, and maintenance of GIS and IT infrastructure and initiatives in support of the Agency's services to clients. This position ensures GIS and IT principles and methodologies are applied to the Agency's business processes. Within this role, the incumbent will:

- Serve as a member of the leadership team, contributing to strategic and operational planning, policy development, employee relations, and legislative compliance.
- Lead the Technology Services Unit, ensuring alignment with organizational goals, priorities, and operational requirements.
- Develop and recommend IT and GIS strategies, policies, procedures, and plans to support business needs.
- Lead technology and business improvement projects, including requirements gathering, project management, and stakeholder presentations.
- Oversee the design, development, and enhancement of GIS and IT applications that support valuation and business processes.
- Provide strategic direction for IT infrastructure and collaborate with the Office of the Chief Information Officer on technology initiatives.
- Manage vendor and service provider relationships, including procurement, licensing, contracts, service agreements, warranties, and performance oversight.
- Build and maintain effective relationships with clients and municipal partners, supporting collaborative projects and stakeholder engagement initiatives.
- Supervise and develop Technology Services Unit staff, including workforce planning, recruitment, onboarding, training, and performance management.

• Foster a positive, high-performing team environment while addressing employee relations matters and supporting staff development.
• Drive continuous improvement of Technology Services Unit processes, practices, and service delivery in collaboration with internal divisions.
• Support the Director, Corporate Services through strategic planning, workforce management, budget oversight, and regular progress reporting.
• Perform other related duties as required.

SCREENING CRITERIA:

1. Bachelor's degree in Information Technology, Computer Science, Geographic Information Systems (GIS), Geography, or a related discipline (equivalencies will be considered)
2. Experience with project management in an IT or GIS environment
3. Experience in leadership or management overseeing technical teams
4. Experience leading support and delivery for Oracle, SQL Server, or similar databases and/or applications within an enterprise environment
5. Experience managing vendor relationships, including contracts, service-level agreements, and licensing
6. Project Management Professional (PMP) Certification (asset)

ASSESSMENT CRITERIA:

1. Knowledge of enterprise IT and GIS management practices
2. Knowledge of project management methodologies
3. Proficiency with supporting enterprise grade relational database management systems
4. Leadership skills
5. Stakeholder engagement skills
6. Ability to effectively exchange information
7. Ability to manage time and tasks
8. Ability to think critically
9. Professionalism

SALARY: $74,093 - $96,321 per annum (HL-21) (classification under review)

CLOSING DATE: Friday, September 11th

Applications, quoting ref: **MAA.MTS.13.2026**, must be submitted to **careers@maa.ca**

Applicant Information:

- For additional information on this job opportunity please contact Amy Thomas, Human Resources Consultant at amythomas@maa.ca or 709-330-0855.
- The Municipal Assessment Agency values inclusion, diversity, equity and accessibility, and a workplace culture that benefits from varying ideas and lived experiences.
- Accommodations and alternate assessment formats are available upon request at any stage of the recruitment process by contacting careers@maa.ca or 709-330-0855.
- We are committed to providing an inclusive recruitment process with a focus on removing barriers. For common potential accommodations and adjustments during the recruitment process, contact careers@maa.ca. Accommodation information will be kept confidential.
- It is the responsibility of the applicant to submit an application that demonstrates the required screening criteria outlined in the job posting.
- All applications must contain accurate contact information, including current mailing address, email address and phone number.
- Preference will be given to applicants who are a Canadian citizen or permanent resident of Canada or those who are legally entitled to work in Canada.