



IT MANAGER
One Permanent Fulltime Position
\$91,442 - \$111, 149

Family and Children's Services of Guelph and Wellington County (FCSGW) is a not-for-profit Children's Aid Society, dedicated to enhancing the wellbeing of children, youth, and families in our community serving the City of Guelph and the County of Wellington. We are a compassionate network of staff, volunteers and caregivers working together with our community to create a nurturing, supportive, and inclusive environment for children, youth, and families. FCSGW is committed to the decolonization of the child welfare system while remaining focused on the safety and wellbeing of children and youth with their families. Fundamental to the work of the Agency are the foundations of Equity, Anti-Oppression, Diversity, Inclusivity, Accessibility, and Indigenous Justice.

RESPONSIBILITIES:

The IT Manager is responsible for managing, leading, coordinating, and continuously improving the Agency's information technology environment in support of safe, effective, and accountable child welfare service delivery. The role ensures that technology systems, infrastructure, and services are reliable, secure, and aligned with organizational priorities, legislative requirements, and best practices in information management and cybersecurity.

The IT Manager provides both operational leadership and strategic guidance, ensuring that technology enables Staff to serve children, youth, families, and communities effectively while safeguarding sensitive personal information. The role balances innovation and risk management within a complex, highly regulated social services environment.

The IT Manager oversees the day-to-day operation of the Agency's information technology services, including, but not limited to, infrastructure, systems, cybersecurity, vendor relationships, and end-user support. This role leads and supports IT staff, establishes clear priorities, and ensures consistent and responsive IT services across the organization. They also participate in and represent the Agency in regional and provincial IT meetings, projects and initiatives as required.

This position contributes to both short and long-term planning by translating organizational and program needs into secure, sustainable technology solutions. The IT Manager partners with leadership and external service providers as needed to support system implementations, manage risk, and strengthen business continuity and disaster recovery readiness.

This role requires sound judgment, calm decision-making under pressure, and the ability to communicate complex technical issues in plain language. A strong commitment to privacy, confidentiality, equity, and accountability is essential.

QUALIFICATIONS:

- Post-secondary degree or diploma in Information Technology, or an acceptable combination of related education and relevant experience
- Minimum 5–7 years of progressive experience in Information Technology Services
- At least 2 years of experience in a leadership or supervisory role
- Strong knowledge of IT infrastructure, systems, and applications
- Demonstrated expertise in cybersecurity, risk management, and privacy protection
- Ability to stay current with emerging technologies, trends, and legislation
- Strong analytical, problem-solving, and organizational skills
- Excellent communication skills, with the ability to translate technical information into clear, plain language
- Ability to work effectively under pressure and manage competing priorities
- Valid Ontario driver's license and access to a reliable vehicle
- Ability to work outside regular business hours as required

The successful candidate values equity, diversity, inclusion and truth and reconciliation and has a commitment to ongoing learning about the experiences of marginalized groups, including anti-oppression and equity principles.

LOCATION: 275 Eramosa Road, Guelph

If you don't see yourself fully represented in each requirement of the job, we still encourage you to apply. Research has shown individuals from underrepresented groups may only apply when they feel 100% qualified. We are committed to creating a more equitable, inclusive, and diverse organization and we strongly encourage all applicants with diverse identities and lived experiences to apply.

We are committed to creating an accessible environment for all. Please let us know if you have any accommodation needs. This is an existing vacancy and we thank all applicants; however, only those considered for interviews will be contacted.

Qualified individuals are invited to send their resume by **May 22, 2026**, to:

Human Resources
Family & Children's Services of Guelph and Wellington County
employment@fcsgw.org

Posting Date: May 8, 2026