The District Municipality of Muskoka is currently recruiting for a

Manager, Information Technology Service Delivery and End-User Experience

Posting Date: Wednesday, October 7, 2026
Closing Date: Open until filled
Starting Rate: $103,635 annually
Salary Range: $103,635 - $121,238 annually
Hours of Work: 37.5 hours per week
Classification: Management Class M3
Status: Permanent full-time

This job posting is for an existing vacancy.

The District:

Muskoka is a great place to live and play, and the District is a four-season municipality passionate about protecting, servicing and caring for this community. We have opportunities that will allow you to learn, grow and build your career amongst other ambitious leaders and innovators. We offer a competitive compensation package and are committed to promoting diversity, accessibility and inclusion. **It's what we do!**

The Opportunity:

The Manager, IT Service Delivery and End-User Experience will be reporting to the Director, Information Technology Services. The Manager, Information Technology Service Delivery, End-User Experience is responsible for delivering reliable, customer-focused IT services across the District Municipality, continuously improving end-user processes, satisfaction, and governance.

This role leads the day-to-day operation and maturation of IT service delivery (service desk, deskside support , device lifecycle, and information technology service management practices), drives measurable end-user experience improvements through process redesign, enablement and services to effectively support municipal operations (e.g., public works, planning, emergency management, asset management, and open data initiatives); and align with municipal policy, cybersecurity requirements, privacy/accessibility obligations, and organizational priorities.

What you will do:

- Lead IT service desk and end-user support functions (onsite and remote), ensuring consistency with service standards.
- Develop and manage service management practices (e.g., Incident, Request, Problem, Change, Knowledge, Asset/Configuration Management Database (CMDB).
- Manage and develop employees in a manner consistent with District values, policies and procedures, including selection, work schedule, training and performance evaluation.
- Define and report on service performance metrics (e.g., SLA/OLA targets, first-contact resolution, backlog health, mean time to restore, customer satisfaction).
- Develop and maintain the service catalogue (e.g., approved software, hardware etc.) and request workflows in alignment with digital transformation strategies.
- Manage the end-user device lifecycle (e.g., standards, procurement, imaging/configuration, patching coordination, warranty/repairs, refresh planning) in alignment with security standards.
- Coordinate support escalation leveraging both internal and vendor services for workplace technologies (e.g., M365, endpoint management, telephony, printing, collaboration tools).
- In partnership with departments identify technology, service and process opportunities to enhance staff productivity and service delivery.
- Develop user enablement strategies (e.g., training, job aids, knowledge articles, and change communications) and end-user experience roadmaps.
- Develop and maintain standards to ensure solutions and service delivery practices align with relevant legislation (e.g., MFIPPA, AODA); best practice (e.g., cybersecurity standards, ITIL service management standards).
- Recommend risk management strategies concerning technology, vendors and service continuity.
- Manage assigned operating and project budgets; contribute to and prepare business cases and prioritization for service improvements.
- Support procurement planning and contract management.

What you will need:

- Graduate of a three (3) year college program in Information Technology, Computer Science, or a related field (or equivalent experience).
- Continuous improvement certification (e.g., Six Sigma, Lean etc.)
- Project Management Professional Certification considered an asset.
- Minimum of 5 years in IT operations/service delivery and end-user support, including 3 years in a supervisory/management capacity.

- Strong working knowledge of:
    - IT service desk operations, endpoint/device management concepts, and ITIL-aligned processes
    - Microsoft 365 workplace services (Teams/SharePoint/Exchange) and identity/access fundamentals
- Strong written communication to create and maintain internal process documentation, user and departmental resources, dashboards and reports.
- Strong oral communication, negotiation and conflict resolution skills.
- Highly developed interpersonal, collaboration and team skills to lead and/or participate on multi-disciplinary teams and cross-functional processes and projects.
- AMCTO Municipal Administration Program (MAP) Training
- ITIL 4 Foundation (or equivalent ITSM training)
- Experience with public sector privacy/security practices and service continuity planning
- Change Management Training considered an asset.

What we are offering:
The District is proud to offer the following benefits with this job:
- Health benefits
- Paid vacation
- Paid leaves
- OMERS pension
- Work-life flexibility
- Perks and discounts
- Wellness programs
- Fostering and fun environment
- Professional development and education opportunities
- Pay range progression based on length of time in the job and satisfactory performance

The Next Step
If you have the necessary skills, experience and qualifications, and can support our vision and values (RISE: Respect, Innovation, Service and Equity), submit your application using the apply now link below.

APPLY NOW or visit our **careers page** for other opportunities.

The District of Muskoka is an equal opportunity employer and values diversity in our workforce, encouraging applications from all qualified individuals. Our organization is committed to providing persons with disabilities with equal opportunities and standards of goods and services, and we are compliant with the Accessibility for Ontarians with Disabilities Act. If you require disability related accommodation to participate in the recruitment process, please advise the Human Resources department as soon as possible. Accommodation may be provided in all steps of the hiring process. Any questions regarding this posting should be directed to the Human Resources Department.