

OCTOBER 16TH, 2026

HEAD, INFRASTRUCTURE & SUPPORT CENTRE

POSITION NUMBER: 00021411

POSITION STATUS: Continuous, Full-Time

DIVISION: Technologies

DEPARTMENT: IT Management and Development

SALARY RANGE: 12 (under review) – \$113,358 to \$147,781

UNION CATEGORY: PIPSC

FLEXIBILITY PROFILE: On-Site

LOCATION: Montreal

Are you passionate about great storytelling, about exploring the issues that matter, about pushing the boundaries in new audiovisual experiences? So are we. As Canada's public producer and distributor, the National Film Board has been telling the country's stories and pioneering breakthroughs in virtually every field of audiovisual content since 1939. But to do this, we need a team that truly reflects the richness and diversity of Canada. If you'd like to be a part of this team—and part of the NFB's incredible legacy—we'd love to hear from you.

SUMMARY OF DUTIES

Manages the NFB's IT infrastructure and support services and leads a multidisciplinary team responsible for delivering these services across the organization's offices and sectors nationwide. Based on strategic directions established by their leadership and the needs of client sectors, plans, coordinates and oversees the activities of the sector to ensure service stability, availability, security, quality and continuous improvement. Responsible for users' service experience while ensuring that services evolve in response to operational needs, identified risks and client feedback. Ensures that teams have the resources, tools and support needed for effective service delivery. Draws on the expertise of technical leads and specialists to analyze issues, assess the relevance, feasibility, impacts and risks of proposed solutions, and provide informed recommendations to their leadership to support decision making and the establishment of priorities for the sector.

MAIN RESPONSIBILITIES

- Leads, engages and develops the teams under their supervision through an active and visible presence and regular interaction with team members; sets clear expectations and objectives, supports team members' development and monitors performance.
- Plans and coordinates the sector's activities by translating strategic directions set by their leadership into priorities and work plans to ensure service stability, availability and quality.
- Ensures requests, incidents and problems are effectively prioritized, assigned and handled; ensures communication with users is clear and timely, in line with established service standards and processes.
- Guides team members in preparing clear and comprehensive recommendation files; supports the analysis of issues, risks, costs and impacts; assesses the feasibility of proposed solutions and their alignment with organizational needs and the client experience.
- Draws on the expertise of the team to analyze problems, develop solutions and ensure they are implemented; presents recommendations requiring executive decisions.
- Provides guidance to team members in carrying out their roles by clarifying responsibilities, decision-making authority and escalation mechanisms; facilitates collaboration between areas of expertise and ensures they have the resources and support they need.
- Maintains oversight of the status of services under their responsibility through regular interactions with teams and client sectors across Canada; ensures that operational

priorities, resources, service levels and support mechanisms evolve in response to needs, identified risks and client feedback.

- Coordinates the response to major incidents and maintains an on-site presence to support teams and facilitate implementation of corrective measures.
- Ensures high quality of services provided across the organization and maintains close collaborative relationships with client sectors, notably through an on-the-ground presence that enables understanding of their needs and allows the service experience to be improved.
- Ensures the continuous improvement of IT support services by analyzing needs, operational trends, recurring problems and user feedback; ensures that processes, practices and support mechanisms are adapted to maintain a level of service aligned with the organization's evolving needs.
- Analyzes the root causes of recurring pain points and service problems and, in collaboration with the impacted sectors, implements appropriate improvements and corrective measures.
- Draws on analyses and recommendations from technical leads and specialists within their team to assess needs in order to evolve and to renew and acquire infrastructure, platforms, equipment and technology services; presents business cases and recommendations to their leadership.
- Plans requirements related to asset acquisition and renewal, and monitors contracts, licences and other service agreements in accordance with applicable procurement processes and financial controls, in collaboration with the relevant internal partners.
- Monitors risks, performance indicators and operational issues, and reports on them to their leadership.
- Ensures compliance with applicable policies, standards and processes, as well as the maintenance of measures and practices related to security, access management, backups and service continuity.

REQUIRED TRAINING, KNOWLEDGE AND EXPERIENCE

- Bachelor's degree in Computer Science or equivalent;
- Minimum of ten (10) years of relevant IT experience, including at least five (5) years managing teams in complex technology environments, or an equivalent combination of education and experience;
- Experience managing IT operations, including setting priorities, coordinating multiple areas of expertise, managing complex situations and delivering services to internal clients;
- Experience managing financial and material resources, monitoring contracts and managing vendors;
- Good knowledge of IT infrastructure environments, cloud and hybrid technologies, Linux, Windows and macOS operating systems, networks and Microsoft services, as well as cybersecurity, identity management and service continuity principles;
- Bilingualism in the official languages (French and English), both orally and in writing.

SKILLS REQUIRED

- Engaging leadership, sound judgment and the ability to set priorities, balance competing demands and make decisions in a complex environment;
- Excellent communication, active-listening and collaboration skills with both technical and non-technical stakeholders;
- Critical thinking and strong analytical, synthesis and problem-solving skills;

- Ability to engage teams and build commitment to strategic directions and change through persuasion, consultation and collaboration;
- Ability to synthesize complex issues and communicate them to leadership, as well as use performance indicators to inform decision making;
- Client and results oriented, ability to foster team members' development, adapt to changing priorities and promote continuous improvement and service quality;
- Able to occasionally travel within Canada.

Qualified candidates who are interested in this position are invited to submit their application online, via the web page [Work at the NFB](#), by **NOVEMBER 3, 2026.**

The NFB is committed to building a skilled, diverse workforce that's reflective of Canadian society. It promotes initiatives such as employment equity and encourages candidates to voluntarily indicate in their cover letter if they are a woman, a member of a First Nations group, Inuk, Métis, a person with a disability, or a member of a visible-minority group.

The NFB is also committed to developing inclusive, barrier-free selection processes and work environments. Feel free to advise us of any accommodation needs.

Please note that only applicants selected for an interview will be contacted.