

Supervisor, Information Systems & Cyber Security

Management Position (\$110,213.91 – \$128,155.71)

SYNERGY NORTH CORPORATION distributes electricity to approximately 50,000 residential customers and 6,000 commercial customers located in Thunder Bay and Kenora, Ontario. It is our mission to provide outstanding energy services in a safe, reliable, and trusted manner to our communities in order to power people's lives. To do this, we are continuing to build on our strong team of professionals and are seeking a full-time, permanent Supervisor, Information Systems & Cyber Security. SYNERGY NORTH invests in the safety and wellbeing of our employees and provides a robust training program, and a comprehensive benefits package.

POSITION SUMMARY:

Under the general direction of the Information Systems Manager, the Supervisor, Information Systems & Cyber Security provides front line leadership for the Information Systems team and plays a key role in managing, securing, and optimizing the information systems that support the electrical distribution environment. This role supports both IT and OT, strengthens cybersecurity controls, and enables the effective adoption of emerging technologies. Working across departments and with external partners, the incumbent ensures the integrity and availability of operational systems, protects customer and corporate data, and supports compliance with applicable standards and regulatory requirements.

SPECIFIC

- Provide day to day leadership for the Information Systems team, including coaching, staff development, performance support, onboarding, and work prioritization across service requests, incident resolution, and project delivery, while fostering a safe, service oriented and collaborative culture aligned.
- Manage relationships with internal stakeholders, vendors, consultants, and service providers to ensure reliable service delivery, including issue escalation and follow up. Coordinate sensitive or confidential incidents and tasks, keep stakeholders and the Information Systems Manager informed, and act for the Information Systems Manager as required.
- Lead or support technology initiatives and continuous improvement activities, including system upgrades, cloud migrations, infrastructure improvements, automation, cyber security initiatives, and new technology deployments, ensuring effective change adoption and improved reliability and service delivery.
- Co ordinate delivery with cross functional teams, external vendors, and regulatory bodies, monitor progress, and provide operational metrics, status updates, and recommendations that support corporate priorities, business strategy, and company wide initiatives.
- Support cyber security and compliance across IT and OT environments by implementing and auditing controls, completing risk and vulnerability activities, responding to incidents, monitoring sector threats, and applying Ontario Cyber Security Framework controls, while maintaining current cyber security documentation and audit readiness.
- Support the design, implementation, and operation of IT and OT infrastructure and corporate computing environments, including procurement and life cycle management, patching and configuration management, baseline security posture, smart grid and SCADA integration, IBM ERP platform administration, and technical oversight of systems, networks, databases, integrations, telecommunications, and mobile technologies.
- Support data governance, disaster recovery, and business continuity planning, including testing and validation of backup and recovery solutions to confirm retention and recovery objectives are achieved.
- Participate in relevant utility sector groups and committees and perform such other related duties as may be assigned.

MANDATORY QUALIFICATIONS

- Post secondary education in Computer Science, Information Systems, or a related field, or an equivalent combination of education and experience.
- Demonstrated experience in information systems, including responsibility for supporting and maintaining enterprise systems and infrastructure.
- Working knowledge of core infrastructure domains, including networks, servers, cloud services, and data protection.
- Proven ability to lead work in a team environment, including coordinating priorities across service requests, incidents, and project activities.
- Strong analytical and problem-solving skills, with effective written and verbal communication skills.
- Ability to work under pressure and participate in after hours support and incident response as required.

PREFERRED QUALIFICATIONS

- Demonstrated people leadership or supervisory experience, including coaching and performance support.
- Experience with project co ordination or project management methodologies.
- Experience in cyber security, including vulnerability management, security testing, or incident response, and associated reporting or documentation.
- Experience supporting OT environments or utility systems, such as SCADA or smart grid technologies.

CONDITIONS OF EMPLOYMENT

- Must have the use of a vehicle and maintain a valid Class G driver's license.
- Must be available to work overtime and respond to emergencies after hours.
- Must successfully complete relevant security checks.

Applicants are asked to email a single PDF document containing their resume and cover letter to recruit@synergynorth.ca. Applications will be reviewed starting **Feb 17, 2026**, and will continue to be accepted until position is filled. Northern PeakHR is supporting our recruitment efforts, and you may be contacted directly by a Northern PeakHR representative. This position is currently vacant, and artificial intelligence is not used in the screening process.

TESTING To confirm ability for the position, applicants may be required to take tests related to the job requirements and duties of this position, which may be conducted by an independent third party.