Job Description

Information Technology Manager

PURPOSE OF THE POSITION
(The main reason for the position, in what context and what is the overall end result)

The Information Technology Manager is responsible for installing and maintaining computer hardware, software and networks.

SCOPE
(The way that the position contributes to and impacts on the organization)

The Information Technology Manager reports to the Senior Administrative Officer and manages and provides hardware and software maintenance, training and consultation, and recommendations about future planning and development of resources. Providing these services in an effective and efficient manner will ensure maximum access to and implementation of technology services and resources.

RESPONSIBILITIES
(Major responsibilities and target accomplishments expected of the position including the typical problems encountered in carrying out the responsibilities.)

1. Manage information technology and computer systems

   - Plan, organize, direct, control and evaluate the operations of information systems and electronic data processing (EDP)
   - Develop and implement policies and procedures for electronic data processing and computer systems operations and development
   - Meet with managers to discuss system requirements, specifications, costs and timelines
   - Hire and manage information systems personnel and contractors to design, develop, implement, operate and administer computer and telecommunications software, networks and information systems
   - Control the computer systems budgets and expenditures

2. Ensure technology is accessible and equipped with current hardware and software

   Main Activities
   - Troubleshoot hardware, software and network operating system
   - Be familiar with all hardware and software
   - Be familiar with network operating system
   - Provide orientation to new users of existing technology
   - Train staff about potential uses of existing technology
   - Train staff about new and potential use
   - Provide individual training and support on request
   - Provide recommendations about accessing information and support
   - Maintain current and accurate inventory of technology hardware, software and resources

3. Monitor and maintain technology to ensure maximum access

   Main Activities
   - Troubleshoot all technology issues
   - Maintain log and/or list of required repairs and maintenance
   - Make recommendations about purchase of technology resources
   - Research current and potential resources and services
   - Provide network access to all staff and students
   - Install work stations
   - Connect and set up hardware
   - Load all required software
   - Provide network accounts and passwords as required
   - Monitor security of all technology
   - Install and maintain Foolproof and passwords
   - Input and maintain IP addresses
   - Advise staff of security breach and/or change in password or security status
   - Ensure installation of lock out programs
   - Identify and prepare hardware for disposal when appropriate
   - Ensure hardware is stripped and secured before disposal

4. Perform other related duties as required during working hours

KNOWLEDGE, SKILLS AND ABILITIES
(The knowledge, skills and attitudes required for satisfactory job performance)

Knowledge
The incumbent must have proficient knowledge in the following areas:
- Computer hardware and software systems and programs
- Computer networks, network administration and network installation
- Computer troubleshooting
- Computer viruses and security
- E-mail and internet programs
- an understanding of the northern economic, cultural and political environment

Skills
The incumbent must demonstrate the following skills:
- management and supervisory skills
- ability to install and administer computer hardware, software and networks
- team building skills
- analytical and problem solving skills
- decision making skills
- effective verbal, presentation and listening communications skills
- effective written communications skills
- computer skills including the ability to operate computerized accounting, spreadsheet, word-processing, graphics

and website development programs at a highly proficient level

- ✓ stress management skills
- ✓ time management skills

Personal Attributes
The incumbent must demonstrate the following personal attributes:

- ✓ be honest and trustworthy
- ✓ be respectful
- ✓ possess cultural awareness and sensitivity
- ✓ be flexible

WORKING CONDITIONS
(The unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent including the frequency and duration of occurrence of physical demands, environmental conditions, demands on one's senses and metal demands.)

Physical Demands
(The nature of physical effort leading to physical fatigue)

The Information Technology Manager will have to spend long hours sitting and using office equipment and computers, which can cause muscle strain. The Information Technology Manager will have to do some lifting of computer equipment, supplies and materials from time to time.

Environmental Conditions
(The nature of adverse environmental conditions affecting the incumbent)

The Information Technology Manager may have to manage a number of projects at one time, and may be interrupted frequently to meet the needs and requests of clients. The Information Technology Manager may find the environment to be busy, noisy and will need excellent organizational and time and stress management skills to complete the required tasks.

Sensory Demands
(The nature of demands on the incumbent's senses)

Sensory demands include use of the computer, which may cause eyestrain and occasional headaches. The municipal office may be noisy and busy making it difficult for Information Technology Manager to concentrate.

Mental Demands
(Conditions that may lead to mental or emotional fatigue)

The Information Technology Manager deals with a very stressful environment as many of the clients are frustrated and require immediate services.

CERTIFICATION

_____ Employee Signature _____ Printed Name Date I certify that I have read and understand the responsibilities assigned to this position.	_____ Supervisor's Title _____ Supervisor's Signature Date I certify that this job description is an accurate description of the responsibilities assigned to the position.

_____
Senior Administrative Officer's Signature   Date

I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.