



Tłıchǫ Community Services Agency
 Dǫ Nake Lani Nats'etso • Strong Like Two People

IDENTIFICATION

Department	Position Title	
Tłıchǫ Community Services Agency	Information and Computer Technology Manager	
Position Number	Community	Division/Region
27-94038	Behchokǫ	Corporate Services/HQ

PURPOSE OF THE POSITION

The Information and Computer Technology Manager is responsible for the provisional management of automated systems within the Tłıchǫ Community Services Agency, ensuring the efficient uses of technology processes and systems, and ensuring the Health and Social Services program is enhanced by technology.

SCOPE

Located at the Tłıchǫ Community Services Agency (TCSA) office in Behchokǫ the Information and Computer Technology (ICT) Manager reports directly to the Director of Finance and Corporate Services, and is responsible for analyzing requirements, and designing and/or contracting and implementing Health and Social Services Information System solutions and for providing Health and Social Services (HSS) related technical expertise, training and support for the TCSA Health Centres, Jimmy Erasmus Seniors' Home, Child and Family Services, Mental Health and Corporate Services staff. The position will also ensure that the IT infrastructure includes appropriate procedures to ensure access security, internet monitoring, backup and recovery plans are implemented; and working with technology vendors, Northwest Territories Health and Social Services Authority (NTHSSA) and Government of the Northwest Territories (GNWT) staff for maintenance and support of computer network and standalone systems, while ensuring the best possible utilization of resources available.

The incumbent plans, develops, implements, maintains and manages networked and standalone computer systems, including related hardware, software and peripherals for both PC and Macintosh platforms, in the TCSA head office, health centers and Senior's facility, as well as developing and maintaining the Health and Social Services (HSS) portion of the TCSA website.

This position is responsible for administration and maintenance of the system that includes:

- Approximately 100 users including a limited number of employees working remotely from Yellowknife; diverse office automation environment within the TCSA (Health Centers, Jimmy Erasmus Seniors' Home, Nishi-Khon, health centers in 4 communities.
- Approximately 100 computers and peripherals.
- Various file servers and appropriate routing links to the GNWT Digital Communication Network (DCN).

In conjunction with contracted IT service providers, the incumbent is responsible for WAN/LAN operation and end user support, systems development and support, systems user training and data processing. This position is accountable for the development of a budget directed to the development and implementation of the TCSA's HSS Information Systems and planned upgrades to the WAN/LAN and operating hardware, as well as professional development for staff in the area of Literacy with ICT.

The incumbent is responsible for collaboratively:

- Developing and implementing the strategic regional technology plan to ensure it supports the TCSA's strategic IT Plan for Health and Social Services.
- Developing and integrating procedures, guidelines and/or standards for information systems management where appropriate.
- Reviewing and recommending computing/information technology expenditures.
- Directing region-wide systems development and implementation projects.
- Liaising with the TCSA Education counterpart and the NTHSSA as well as Department of Health and Social Services (DHSS) in order to ensure systems development is done in a coordinated manner and avoids overlaps or gaps.
- Training health management and system users on the need for, and use of, systems and related technologies.

This position requires the job holder to interact in person, by electronic mail, telephone, voice over internet protocols (VOIP), and video calling programs on a daily basis with TCSA staff, other government departments and non-government agencies to assist all TCSA HSS and Corporate Services staff with the functionality and operation of the various PC and Macintosh based software applications utilized by the central office and Health Centre and Seniors facility.

The ICT Manager will be called upon to travel (ground and air travel) throughout the Tłıchó Area and to Yellowknife when required.

Managing information will also be a cornerstone of the TCSA in responding to *Access to Information and Protection of Privacy Act* (ATIPP) requests, and the ICT Manager will assist the ATIPP coordinator when called upon. Decisions made by the incumbent can impact the whole operation of the TCSA's HSS and Corporate Services divisions of the TCSA. Many decisions have a direct impact on the integrity of the data and information as well as the security, availability and capacity of the systems. Failure of these systems would seriously impact the staff and clients and patients of the TCSA.

RESPONSIBILITIES

1. Plan, develop, coordinate, implement, monitor and manage the technology goals and advancements of the TCSA's Division of Health and Social Services by ensuring the best possible utilization of available resources to meet the needs of central administration staff, health centers and patients.

- Guide the design and implementation of hardware and software technologies.
- Plan, develop, coordinate, implement, monitor and manage all resources needed to ensure successful ICT-based projects; including directing resource requirements, compiling project status reports, conducting quality reviews, facilitating meetings with TCSA staff to ensure system upgrading goals and standardization.
- Design/contract, develop and deploy information solutions over the GNWT Digital Communications Network using regional Local Area Networks (LAN), Wide Area Networks (WAN), NT Servers, web-servers, database development tools or other means to achieve the most effective regional information network.
- Make recommendations to the Directors of Corporate Services and Health regarding all aspects of information technology (IT) including purchase / upgrade of computer / systems / networks, contracted service requirements, training needs, system planning and cost estimates,
- Prepare an annual budget for ICT programs and present to the Director of Finance and Corporate Services.
- Maintain an inventory of all computer equipment, software, software licenses and warranty agreements, including equipment on loan.
- Prepare and update a comprehensive EICT plan for the TCSA.
- Review, for Director approval, the purchase requests of TCSA HSS managers and supervisors to ensure they are compliant with the overall technology plan for the TCSA.
- Develop and maintain and/or contract services for the TCSA web site.

2. Operate and maintain networked computer systems in the TCSA head office and Health Centers to ensure network and information/communications/electronic systems/equipment function efficiently and effectively for daily operations.

- Monitor and maintain client/server networks and associated peripheral devices in the central office Health Centre and Seniors Facility.
- Maintain appropriate user access limits, printers and peripherals availability; ensure that normal systems management jobs are running; coordinate electronic mail system; adding, deleting and transferring users to other systems as required.
- Manage, maintain, modify and provide technical expertise for Local Area and Wide Area Networks, GNWT Digital Communications Network, personal computers, printers, tape backup devices, modems, routers, hubs, switches, facsimile and photocopiers and other related media equipment including ordering and repairing parts and contacting equipment vendors as required.
- Develop, implement and monitor, internet controls with respect to ensure data access is used solely for purposes approved by TCSA management.
- Research/analyze (trouble-shoot) systems problems and make necessary changes/upgrades.

- Execute appropriate action/activities as they apply to problems identified.
 - Undertake physical repair of existing equipment, including ordering / installation of replacement parts.
- 3. Maintain an up-to-date hardware and software inventory. Provide technical and administrative support to TCSA corporate office Health Centres and Jimmy Erasmus Seniors' Home.**
- Install and troubleshoot computer systems, hardware and software applications used by the TCSA head-office, Health Centers and Senior's facility including liaison with all staff on systems problems.
 - Identify and prioritize necessary system problems and make necessary changes/upgrades.
 - Work with specialized technical personnel when necessary.
 - Work with the TCSA Front Office Manager, Technology Support Technician, as it pertains to ICT systems and program implementation.
 - Provide technical expertise on hardware/software upgrades and requirements to staff. Respond to requests for hardware, software, data communications and tele-communications support from staff.
 - Setup and administer, on an as-needed basis, technical service contracts with vendors.
 - Keep a library of technical and user manuals at the central office Health Centres, and Seniors' facility.
- 4. Provide computer-related training to all staff to maximize full use of technology resources available within the Health and Social Services Division of the TCSA.**
- Provide and facilitate training to TCSA HSS as well as corporate staff on hardware and software including proper maintenance of software and hardware.
 - Provide in-service to Health Centre personnel on the use of computer technology in their Health centre and the Health and Social Services program.
 - Liaise between TCSA and the DHSS regarding technology use within the NWT HSS network.
- 5. Ensure security and contingency measures are in place.**
- Ensure that computer data and application program tape backup systems on files servers are in place and working properly. Monitor the archiving of computer data on tapes.
 - Ensure that the capacity of IT servers and storage is sufficient to meet the growing needs of the TCSA.
 - Ensure that users have the proper access rights to data and applications by using User Names, User IDs and passwords.
 - Maintain a stock of spare parts for servers and key computer systems or has established a source for it.
 - Ensure virus protection programs are running and upgraded on all computer systems. Monitor and maintain surge and UPS systems for servers, computers, peripheral and other technical devices. Provide support to, and advises all computer users about, GNWT and TCSA electronic mail, Internet and computer use policies.

6. Research, define and implement new technology.

- Identify and research new and emerging technologies that could be incorporated in the TCSA's existing HSS and/or IT plan.
- Design software applications such as databases, inventory systems, knowledge management systems, LAN networks and work with regional and HSS staff to ensure proper implementation.
- Develop policies for TCSA on accepted technology regarding hardware, software and resources.
- Pilot new projects as required.

7. Manage staff satisfaction through responsiveness and professionalism, provide direction to a dedicated contact person in each facility, and monitor the terms and conditions set out for contractors.

- Maximize client involvement in IT projects and operations.
- Develop and maintain an ongoing communication plan to ensure clients understand the priorities, strategic planning, policies, standards and guidelines.
- Develop / maintain ongoing feedback mechanisms to assess satisfaction levels.
- Provide guidance to the Front Office Manager / IT Technician and advice to Directors of Corporate Services and Health, so that they can plan, schedule, prioritize tasks related to IT.
- Inspect the work of contractors for quality and completeness of their contracts.
- Ensure the consolidation between independent computing initiatives within the TCSA to gain synergy on behalf of the organization.
- Chair the HSS Information Systems Committee which provides input and advice on HSS system needs, priorities, service delivery and performance measurements for information technology in the Tłıçhǫ region.
- Participate as an active member of territorial IT committees and provide sound advice for information management/information technology initiatives.

8. Perform other related duties as assigned by the Director of Finance and Corporate Services.

WORKING CONDITIONS

Physical Demands

Lifting, carrying and moving computer equipment and parts weighing up to 25kg is required of this position. There may be occasion when the incumbent is required to crawl in small areas or under buildings, searching for wiring.

Physical hazards are present when servicing electrical equipment.

Environmental Conditions

There will be exposure to communicable diseases inherent in working in Health Centers.

Sensory Demands

No unusual demands.

Mental Demands

Travel approximating less than 15% of time is required to three of the communities in the region. Some of these communities lack services such as hotels and restaurants. Travel may involve small, noisy planes as well as driving on winter roads for extended periods (up to four hours at a time), very cold weather, and unexpected storm-like conditions.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of application environments.
- Knowledge and skills in Information Systems management and development and technical environments.
- Knowledge of WAN/LAN topologies.
- Knowledge in information architecture planning, client-server and mainframe environments.
- Knowledge of data and telecommunications technologies and practices.
- Knowledge of the implementation of privacy safeguards, backup and recovery procedures.
- Analysis skills and the ability to interpret an extensive variety of technical instructions.
- Presentation, facilitation & project management skills.
- Research skills to keep up with new technology.
- Interpersonal skills that include cultural awareness and sensitivity.
- Problem solving, time-management and organizational skills.
- Ability to acquire relevant knowledge of the people, culture, government structure and priorities of the TCSA for its HSS activities and its business environment.
- Ability to acquire knowledge of the TCSA's telecommunications resources, as it is an integral part of the communication system.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to commit to ongoing learning and skill development in the field of information systems management, Health Information technology, and instructional leadership.
- Ability to use tact and diplomacy when interacting with others so that the provision of technical knowledge or rational arguments influences and contributes to positive action or acceptance.
- Ability to facilitate or otherwise lead groups (such as a work team, committee or task force) by taking a role as leader of a group.
- Ability to conceptualize, plan and implement projects, and to effectively implement a change initiative which has been mandated within the organization.
- Ability to listen, understand and respond effectively to other people (communicate via speaking, writing and listening), and to help or serve people to meet their needs.
- Ability to establish effective working relationships with key stakeholders / senior management.
- Ability to be flexible, solution-oriented, and work in a rapidly changing environment.
- Ability to take initiative, work independently, and as a team member.

Typically, the above qualifications would be attained by:

Bachelor of Computing Science degree, (or equivalent technology based certification; or a Bachelor of Computer Technology (preferably with a defined specialty in Health Technology, and a minimum of four (4) years of relevant work experience. Experience should include:

- Technology application / using technology for teaching and learning,
- Project management,
- Staff / program development and implementation,
- Programming and application experience, systems, and data collection.

ADDITIONAL REQUIREMENTS

Proof of immunization in keeping with current public health practices is required.

Must have a valid driver's license and the ability to travel extensively by car and small planes.

Position Security

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- French required (must identify required level below)
Level required for this Designated Position is:
ORAL EXPRESSION AND COMPREHENSION
Basic (B) Intermediate (I) Advanced (A)
READING COMPREHENSION:
Basic (B) Intermediate (I) Advanced (A)
WRITING SKILLS:
Basic (B) Intermediate (I) Advanced (A)
- French preferred

Indigenous language: Select language

- Required
- Preferred