Job Description

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<th>POSITION:</th>
<th>Supervisor of Information Technology</th>
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<td>ACCOUNTABILITY:</td>
<td>Manager of Infrastructure and Technology</td>
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<td>CLASSIFICATION:</td>
<td>Contract</td>
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<td>DATE APPROVED:</td>
<td>July 31, 2018</td>
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**JOB PURPOSE**

Reporting to the Manager of Infrastructure and Technology, the Supervisor of Information Technology is responsible for directly supervising Information Technology staff. The Supervisor of IT is responsible for providing direction, coaching and supervision to staff on all matters relating to information technology systems while ensuring that their efforts are in alignment with the Agency’s strategic planning, policies and procedures as well as the legal framework of the Child and Family Services Act and First Nation standards of practice. The Supervisor of IT will supervise staff that support the daily IT operations of the Agency.

**KEY JOB FUNCTIONS**

**Information Technology Support and Supervision:**
Supervise and oversee the day-to-day operations of the IT department by providing leadership, guidance, coaching, mentoring, support and regular evaluation.

- Implement strategies for IT operations and supervise efficient working of IT staff
- Analyze IT infrastructure and coordinate the monitoring of systems performance
- Identify infrastructure deficiencies, research resolutions, and coordinate the implementation of solutions
- Plan, manage, and implement IT based projects as assigned by the Manager of Infrastructure and Technology
- Assign IT staff to projects and monitor their progress while providing guidance and supervision
- Supervise and support the efficient working of all IT equipment and hardware
- Oversee efficient working of IT staff in their daily duties
- Aide in the development of information technology policies and procedures
- Purchase hardware, software, and other IT equipment as needed
- Consistently adhere to Agency vision, mission, best practice standards, policies and procedures
- Plan, organize, make decisions for, and monitor all daily IT activities to ensure consistency with standards, regulations, Agency vision, mission, policies, and procedures
- Ensure orientation and training is provided to workers to assure they acquire the appropriate knowledge and skills to perform the functions of their positions
- Develop open and effective communication strategies to promote collaboration and effective conflict resolution skills to resolve individual and team performance problems
- Support the development of Agency services through technological solutions
- Identify, assess and develop strategies to resolve technological issues
- Monitor Help Desk efficiency
- Ensure team is monitoring the IT ticket system and providing appropriate levels of support in a timely and efficient manner
- Manage team budget and develop team work plans in accordance with the Agency service philosophy and vision
- Ensure information is communicated to team in a clear, precise and understandable manner
- Keep up-to-date with industry trends and share best practices

**Leadership in Information Technology:**
Create a work environment that supports achievement of the Agency’s vision and mission and promotes excellence in direct practice.

- Develop a supportive and caring work environment to encourage staff to be engaged, involved and invested in their work
Supervisor of Information Technology Job Description

- Demonstrate effective leadership to enhance staff performance in successful achievement of Agency and team objectives
- Organize and lead regular team meetings to enhance planning, monitoring, problem solving, education, transfer of learning, and team and Agency development
- Instruct, monitor and model to staff the provision of technological support and services that the Agency requires
- Demonstrate and reinforce cultural competence in all aspects of communication, interpersonal relationships and casework practices
- Establish and sustain a work environment that promotes and rewards optimal performance, an ongoing commitment to excellence and the adoption of strength-based cultural practices
- Identify job roles and responsibilities that serve children, families, community leadership, and administrative and legislative requirements
- Respond to requests for Agency information

**Human Resources:**
Provide guidance, direction and support to team.
- Identify proactive strategies of communicating performance standards and motivating workers
- Develop team and individualized training plans
- Ensure a regular schedule of performance review is identified and ensure full involvement of staff in evaluating and planning to improve their job performance
- Provide leadership, guidance, support, supervision and direction to team and ensure understanding of and alignment with organizational values, goals and priorities
- Monitor and address employee performance and conduct performance reviews
- Establish and sustain a work environment that promotes and rewards optimal performance, an ongoing commitment to excellence and the adoption of strength-based cultural practices
- Support a culture of learning and professional development, and ensure leadership development opportunities exist for staff
- Ensure adherence to organizational policies, procedures, practices and standards
- Ensure development and monitoring of staff work plans
- Participate in recruitment of staff including assisting with screening, interviews, job descriptions and interview questions
- Ensure orientation of new staff
- Recommend human resources required for the department

**Administration and Reporting:**
Complete administrative reports and adhere to Agency policies, procedures and relevant practices.
- Develop a team work plan that ensures continual planning as an integral part of leadership, management, and direct supervision
- Ensure Agency compliance with Ministry of Child and Youth Services directive and reporting requirements
- Ensure confidentiality and safekeeping of all Agency documents and records
- Develop and maintain a detailed work plan of activities
- Develop and maintain accurate, up-to-date and concise work files
- Prepare and deliver summary reports
- Work in compliance with Occupational Health and Safety Act and any other relevant legislation
- Prepare and submit monthly reports, attendance records and travel expense claims
- Follow the Agency’s human resources, finance and other policies and procedures in the performance of duties

**Other Duties:**
- Participate in internal or external committees as required or assigned
- Other duties as required and assigned
QUALIFICATIONS

Minimum Education
- Diploma in Computer Science/Software Engineering or related IT discipline
- Certification in A+, Network+ and Microsoft Certified Professional would be preferred

Minimum Experience
- Three (3) years’ experience developing, configuring and maintaining Information Technology infrastructure and Information Management systems including networked systems and remote communications
- Experience with servers, Microsoft Exchange Servers, VPNs, Local and Wide Area infrastructures, firewalls, IP subnets, VLANs and routing
- Experience supervising staff and IT Departments

Knowledge Requirements
- Knowledge of Nogdawindamin programs and services
- Respect for, sensitivity towards as well as knowledge and understanding of Anishnawbek culture, traditions and the Seven Grandfather Teachings
- Knowledge of Windows Operating Systems, MS Office Suite and network operating systems
- Knowledge of and proficiency in personal computer technology and peripherals, application software, operating systems, diagnostic software, anti-virus programs, software images and recovery procedures

Special Skills
- Strong analytical and research skills
- Demonstrated human resource management skills
- Excellent interpersonal skills
- Excellent customer service skills
- Excellent conflict resolution and problem solving skills
- Excellent oral and written communication skills
- Excellent organizational and planning skills
- Excellent time management skills
- Excellent computer programming and computer technical skills
- Excellent computer skills with MS Office software, Sage AccPacc software, network and other software
- Ability to attend to detail
- Ability to communicate in user-friendly language
- Ability to manage multiple priorities and work in a fast-paced environment
- Ability to take initiative and work independently
- Ability to work within a team environment
- Ability to meet deadlines and work flexible hours
- Ability to adapt to and manage change
- Ability to work with confidential and sensitive information
- Ability to understand and speak Anishaabemowin is a definite asset

Other Requirements
- Must provide a clear Police Records Check with Vulnerable Sector Check
- Must have a Class ‘G’ Ontario Driver’s Licence, access to a vehicle and the ability to travel
- Must have $1M automobile insurance coverage.
SUPERVISOR OF INFORMATION TECHNOLOGY

WORK SITE LOCATION

The position will be based out of the satellite offices in Sault Ste. Marie.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

While performing the duties of this job, the Supervisor of Information Technology will typically be in an office setting. The Supervisor of Information Technology is frequently required to operate a computer, file and retrieve written documents, and work overtime when required or during emergency situations. The physical demands include, but are not limited to, standing, sitting, walking, lifting, carrying, reaching, handling, kneeling, crouching and bending. The Supervisor of Information Technology will be required to travel to meetings in the province of Ontario.

The administration of computer technology and information management issues and management issues can be mentally challenging. As a result, this position is more mentally challenging than physically challenging. There will be extended periods of sitting required when performing administrative tasks and while attending meetings. Non-physical demands include a work environment where the noise level is usually quiet to moderate, but may be loud on occasion. The nature of the position may expose the Supervisor of Information Technology to moderate levels of tension when dealing with issues. The level of tension is usually moderate with high levels of tension occurring occasionally.

TECHNOLOGY & EQUIPMENT

Computer, photocopier, telephone, fax machine, adding machine, IT servers, routers, access points, printers and other related computer technology

SUPERVISORY RESPONSIBILITY

The position supervises a minimum of four (4) employees.

KEY RELATIONSHIPS

Internal
The position requires interaction with Manager of Infrastructure and Technology, Senior Managers, department supervisors, co-workers and other staff.

External
The Supervisor of Information Technology will interact with Ministry of Child and Youth Services, Children’s Aid Societies, telecommunication companies and other agencies.

DISCLAIMER

This document describes the position currently available and is only a summary of the typical functions of the job. It is not an employment contract. The above job description is not an exhaustive list of the duties, responsibilities, working conditions or skills required for this position. Additional duties may be assigned. Nogdawindamin Family and Community Services reserves the right to modify job duties or the job description at any time.

SIGNATURE

This is to acknowledge that I have received a copy of this job description and understand its contents.

_________________________________________  ________________________
Signature of Employee                     Date