

## Job Description/Specification

<b>Identification:</b>	<b>J0482</b>	<b>TFEU/BCTF Joint Salary Committee Decisions</b>
<b>JOB/POSITION TITLE:</b>	Manager	<b>FORMER TITLE/DEPARTMENT:</b> Manager
<b>DIVISION/DEPARTMENT:</b>	FAS/Information Technology	<b>PAY GRADE:</b> 7
<b>SUPERVISOR'S TITLE:</b>	Treasurer and CFO	<b>DATE APPROVED:</b> Jan 30, 2020

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### Function and purpose (a)

Reporting to the Treasurer and CFO (Treasurer), the IT Manager is responsible for the effective planning, organization and operation of Information Technology (IT) services and support across the Federation.

The IT Manager oversees IT project coordination, resource management, supervision of IT staff, as well as communication with the Executive Committee, Excluded Management Team, Managers, Supervisors, and end-users.

The IT Manager supports the Treasurer with respect to IT strategic and tactical planning, as well as identifying, selecting, and deploying the appropriate technology resources that support Federation's goals and objectives.

Responsibilities of the IT Manager also include the management of all IT operations to meet user requirements as well as the support and maintenance of existing applications and development of new technical solutions.

### Principal duties and responsibilities (a)

1. Assists the Treasurer in projecting the future needs of the Federation and develops plans and budgets that maximise functionality and Federation resources.
2. Stays informed on new or emerging trends and technologies that provide clear benefits to the Federation, creates status reports and presents findings to Treasurer.
3. Researches, designs, and implements the appropriate technologies to support and improve Federation digital communications delivery, access to information, and end-user utilization.
4. Analyses Federation needs within the context of digital delivery systems, presents technology options for current systems and infrastructures, and makes recommendations for hardware and software upgrades that will enhance or improve current Federation processes.
5. Conducts capacity planning for network bandwidth, storage requirements, messaging, Web sites, and other applications.

6. Supports and ensures operating viability of LAN (Local Area Network) for all hours of operation.
7. Identifies resources to fulfil Federation requirements and identifies and develops partnerships with key IT suppliers, licenses and contracts, vendors and consultant organizations.
8. Participates in all hardware and software evaluations and maintains vendor contracts.
9. Creates and delivers business cases for technology acquisitions.
10. Assists in the writing of RFPs, RFIs, and RFQs.
11. Liaises with vendors and service providers to ensure efficient and cost-effective acquisition of technology purchases; oversee warranties and service agreements.
12. Coordinates the development and implementation of Federation infrastructure to ensure key strategies and processes are supported by systems that enable growth and flexibility.
13. Delivers operational leadership in all aspects of IT, including, but not limited to, infrastructure, applications, cybersecurity, recovery, accessibility, and performance.
14. Ensures the consistency and maintainability of existing applications by creating, maintaining, and enforcing standards/procedures for implementing technical solutions.
15. Provides support for all hardware and software problems reported, documenting problems and solutions as required.
16. Oversees project management for IT-related undertakings, including clear capture of Federation requirements, provision of functional deliverables, milestone planning, and project post-mortems.
17. Ensures that applicable project management practices are followed throughout project lifecycles.
18. Ensures software, hardware and network installs, re-installs, upgrades, moves, changes, and relocations are made when necessary and as required.
19. Oversees processes for system upgrades, maintenance, and recovery that minimize disruptions to normal business functions.
20. Reviews designs, code, and unit test plans where applicable.
21. Produces detailed timelines for each application release and implements effective project control by monitoring the progress of the software release and reporting the status.
22. Perform liaison duties between users, operations, and programming personnel in the areas of systems design, modifications or troubleshooting.
23. Plans end-user training as required.
24. Directs and prioritizes the workload of IT department staff.
25. Develops and manages a budget for IT technology, services, and staff.
26. Represents the IT function at budget review meetings.
27. Performs other related duties as assigned.

## **JOB REQUIREMENTS**

**This section sets out the minimum requirements in the areas of EXPERIENCE, EDUCATION, TRAINING, CERTIFICATES AND PHYSICAL DEMANDS necessary to perform the job.**

### **Experience (b)**

Minimum ten (10) years of direct work experience in an IT management capacity including more than five (5) years of directly related experience supervising a department responsible for an organization's computer operations that demonstrates the following:

1. Highly effective project management skills and experience in managing complex IT projects.
2. Experience in designing and implementing and maintaining networking, operating systems, server architecture, VPN networks, firewalls, encryption, and other aspects of network security technologies.
3. Sound leadership, staff management, and teambuilding skills.
4. Excellent interpersonal and communication skills (both verbal and written) and the ability to interact with staff at all levels within the organization.
5. Strong customer service and troubleshooting skills.
6. Knowledge of Web design/application principles and tools.
7. Good overall knowledge of programming concepts, software development cycles, and associated tools and platforms.
8. Proficiency with information databases.
9. Ability to explain technical concepts and theories to non-technical audiences.
10. A high degree of resourcefulness, flexibility, and adaptability.
11. Creative problem-solving skills.
12. Strong negotiation and prioritization skills.
13. Knowledge of applicable IT laws and regulations.
14. Experience managing budgets for an IT department.

### **Education and training (c)**

Minimum Bachelor's degree in computer science, information systems, or software engineering.

### **Licences and certificates (c)**

Certification or designations appropriate to the role and the technologies of the organization.

### **Environment (g)**

Physical/emotional environment limited to conditions normally associated with administrative work such as communication skills, equipment operating dexterity, and scheduling processes except that access to information may be of a personal and highly confidential and sensitive nature and deadlines are frequent and duties depend on the ability to effectively direct.

## **JOB CHARACTERISTICS**

**This section is a key component of the Salary Determination process. This section also forms part of the job description and describes some of the conditions under which the work is performed.**

### **Contacts and relationships (d)**

Contacts and relationships with all levels of Federation staff including Executive members, members, Local Association staff, Advisory Committee, Management, Directors, Supervisors and other Federation staff. Role requires a high degree of tact and diplomacy in co-ordinating the work activities of the department to satisfy the needs and expectations of all divisions.

Contacts and relationships with persons outside the Federation building are also a major consideration in the job involving liaising with equipment suppliers, and consultants.

### **Machines, equipment and work aids used**

Federation IT infrastructure, hardware and software. Network, storage, messaging, Web and other applications. Computer and network operating systems; server and client software and hardware.

### **Positions supervised (e)**

Nine (9)

### **Physical and/or mental effort (f)**

Additional pressure to resolve problems requiring immediate action, working to deadlines, responding to end-user issues and juggling multiple priorities.

### **Working conditions (g)**

Exposure to video display screen glare when operating a computer terminal. Emergency troubleshooting at the BCTF building or offsite events may require after hours and weekend attendance.