



IDENTIFICATION

Department	Position Title	
Finance	Director, Informatics Shared Services	
Position Number(s)	Division/Region	Location
15 - 14389	Informatics Shared Services HQ	Yellowknife

PURPOSE OF THE POSITION

The position is a senior manager responsible for providing leadership and direction related to the information management activities within the departments of Finance and Human Resources. This includes PeopleSoft's Human Capital Management system (HCM) and PeopleSoft's Financial Management System which are integrated to operate as a corporate Enterprise Resource Planning (ERP) application. It also includes other applications that support the operations of both departments.

The incumbent is responsible for developing and maintaining the Informatics Strategic Plan in accordance with corporate vision and direction. The incumbent is also responsible for the leadership in establishing the information management framework and underlying information systems and services that will support the diverse business needs for the two departments including the standards, policies, procedures and guidelines which will enable to departments and government more broadly to optimize operational productivity.

This optimization will be achieved by ensuring information management and the use of appropriate information technologies support the mission, goals, policies and procedures set by the Departments, and are compatible with relevant legislation, policies and guidelines of the GNWT.

SCOPE

Located in Yellowknife, the Director is accountable to the Deputy Ministers of Finance and Human Resources under the terms of a Service Partnership Agreement between to two Departments. For day to day purposes the position reports to the Comptroller General. Informatics Shared Services is responsible for all information systems management matters for both departments. A deliberate and continuous effort will be required by the Director to ensure effective delivery of programs.

The Departments of Finance and Human Resources are responsible for provide financial, payroll and human resource systems for the GNWT and NWTHC. They also provide payroll services for a number of public agencies delivering education and health and social services activities. The applications supported by Informatics Shared Services are used across government in all regions and in all communities.

The Director, Informatics Shared Service is a member of the Department of Finance senior management team and participates as required on the Department of Human Resources senior management team. The incumbent is accountable for the Development of the two Departments' Informatics Strategic Plans and ensures implementation through the Department's business plans and Main Estimates.

The incumbent analyzes the Division's human resources and financial requirements and works collaboratively to establish the Divisions budget for personnel, operating costs, hardware, software, office equipment, major systems development and implementation projects. The Director also provides advice and guidance to senior managers, managers, supervisors and system users across the Departments.

The Informatics Shared Services Division contributes to the achievement of the goals and the objectives of the Departments of Finance and Human Resources by coordinating the following information management / information systems functions within the Departments:

- Information management (Information needs determination and fulfillment)
- Data and database administration
- Computer operations - provides advice and is the liaison with the Technology Service Centre (TSC)
- Systems development and support for specialized applications across the two Departments
- Project management
- Systems user training

The incumbent operates as a GNWT wide corporate service provider and as such receives strategic direction from a DM Steering Committee coupled with the advice from an Advisory Group comprised of key user groups and system owners. Key stakeholder are the Comptroller General with statutory responsibilities under the Financial Administration Act for GNWT financial systems, including payroll, the DM for Human Resources with statutory responsibilities for management of the Public Service, Territorial Statistician and DM of PWS for delegated contract authority.

The Director Informatics Shared Services works closely with Finance and Human Resources executive and senior management team as well as with senior managers in other departments and central agencies to ensure that managers and decision makers at all levels have the knowledge needed to support business objectives, and to improve service delivery to the public as well as within the GNWT. Information management practices must:

- Ensure timely, accurate capture of, and ease of accessibility to information, data and records
- Contribute to accountability by providing information which serves results measurement, cost-benefit analysis and performance monitoring
- Ensure technical support systems are in place to allow this to happen

Effective information management is critical to effective program delivery within program areas, but at a broader level must also cross program lines to provide meaningful information in areas of operations, resource management, economic development, and program administration.

The Director Informatics Shared Services monitors trends and initiatives in information management, the use of information technology at the Territorial, national and international level, bringing significant developments, which may benefit the departments, to the attention of department Executive and senior managers.

The technology infrastructure and information management activities of the Departments must operate within the broad framework of policies and standards established by the GNWT through the Informatics Policy Committee and other authorities. The Director must work collaboratively with the GNWT CIO to ensure that Departmental needs are reflected in GNWT policy and that actions planned by the Departments meet GNWT standards, aligns with GNWT strategic goals and objectives for Information Management & Technology.

The incumbent is responsible as a service provider to foster relationships, manage expectations, prioritize and plan to meet the current and emerging needs of the various users. To do this the incumbent must work towards balancing broader corporate goals with those of individual departments and agencies to provide information needed to prioritize and deploy both human and financial resources as deemed most appropriate to meet the needs of all stakeholders. The overall general work plan for the section is approved by the DM Steering Committee.

The incumbent is also responsible to maintain a process of continuous improvement in the efficiency and effectiveness of his/her operation through process re-engineering and cost saving initiatives. At the same time the incumbent must ensure that information quality and timeliness supports the mission, goals, policies and procedures of the applicable department or agency, and is compatible with relevant legislation, policies and guidelines. The technology infrastructure and information management activities of the ERP Applications unit must operate within the broad framework of policies and standards established by the GNWT through the Informatics Policy Council (IPC). The incumbent must work collaboratively with the GNWT Corporate CIO to ensure that ERP user needs are reflected within the GNWT's policy and that actions planned by the ERP Application Unit meet GNWT standards and align with GNWT strategic goals and objectives for information management and technology. The information maintained must follow best practice to:

- Ensure timely, accurate capture of, and ease of accessibility to information and data
- Contribute to accountability by providing information which supports results measurement, cost-benefit analysis and performance monitoring
- Ensure that technical support systems are in place to allow this to happen
- Ensure the availability, integrity and confidentiality of the information captured and retained in both solutions

The incumbent analyzes his/her human and financial resource requirements and works collaboratively to establish the required budget for personnel, operating costs, hardware, software, office equipment, major systems development and implementation projects. Reporting directly to the incumbent are 2 positions, as follows:

Manager, Human Resources Information Systems

This position is responsible for:

- Operating, maintaining, developing and testing HCM and providing advice and guidance to the Departments and agencies on its use.
- Procedures and other tools to assist users of HCM.
- Providing insight to the Director, ERP Applications and input to the work plan for HCM as it relates to both implemented and future state functionality.
- Providing leadership in training related to HCM functionality.

Manager, SAM Sustainment

This position is responsible for:

- Operating, maintaining, developing and testing SAM and providing advice, guidance and helpdesk services to the departments and NWTHC on its use.
- Procedures and other tools to assist users of SAM.
- Providing insight to the Director, ERP Applications and input to the work plan for SAM as it relates to both implemented and future state functionality.
- Providing leadership in training related to SAM functionality.

DIMENSIONS:

	Division
Number of person directly supervised	2
Annual payroll	2.5
Annual operating expenses	3.1
Total number of staff	21
Capital Budget	varies
Capital assets managed	\$41M
Users	5000

RESPONSIBILITIES/ACCOUNTABILITIES

1. Accountable for providing vision and leadership for the information management/ information systems within the Department. This involves working collaboratively with senior management, stakeholders across the GNWT, staff and users to identify and prioritize system requirements for accessible, timely and reliable information.
2. Accountable for technology and functionality of systems within the Departmental applications, including security, integrity and stability.
3. Develops, updates and implements the Departments' Informatics Strategic Plans and is accountable for translating the required actions into business plans and work plans.
4. Establishes and implements goals, policies, procedures, and performance indicators for information management/information systems in order to support the development, planning and delivery of Lands, ENR, and ITI programs and services.
5. Provides business and technical advice on technology and products and the management of their associated life cycle.
6. Accountable for ensuring the day to day operations are being properly managed to support 24/7 availability of the ERP applications to perform critical functionality, as well as program delivery requirements for:
 - a. GNWT Departments
 - b. Health and Education Boards
 - c. NWT Housing Corporation and NWT Heritage Fund
 - d. Other GNWT Agencies
7. Ensures projects related to improved or new functionality or upgrades are properly planned, budgeted, defined, designed, constructed, tested and deployed to meet the information needs of the users, including any required change management and training activities. This requires the incumbent to be in frequent contact with system users to ensure their engagement and that their requirements are being addressed.
8. Ensures systems are defined, designed, constructed, tested and delivered to meet the information needs, and in accordance with approved plans. It requires the Director Informatics to be in constant contact with systems users in the Departments and to maintain a very hands-on approach to monitoring systems development and implementation work.
9. Oversees the projects and planning function, which includes the analysis of business needs in order to identify potential business issues and propose solutions, as well as the provision of coordination, implementation, control and completion of specific projects ensuring consistency with GNWT strategies and plans.
10. Acts as the Departments liaison with the TSC relative to the information technology support needed and with respect to issues related to technology standards and planning for system capacity, as well as Data Communication Network capacity and access.

11. Provides knowledge and expert technical guidance during the planning, development and implementation of projects by sharing insight, knowledge and skills with the multi-discipline participants that are involved in the project.
12. Directs the development and delivery of ERP Applications training for new functionality, as well as ongoing training needs and support.
13. Participates and collaborates with the GNWT CIO on the development and implementation policies, guidelines and standards for information technology at corporate level.
14. Manages the preparation of the unit's budget, developing the annual operating budget and any required capital funding to ensure that unit is able to fulfill the approved work plan, as approved by the DM Steering Committee.
15. Represents the GNWT on federal and provincial/territorial committees, various task forces and study groups. The incumbent monitors Public Sector initiatives and keeps management, the DM Steering Committee and the ERP Applications Advisory Committee informed of initiatives that may have benefit or impact on the ERP Applications and/or its users (e.g. National Single Identification Number for Business initiative).

KNOWLEDGE, SKILLS AND ABILITIES

This position requires extensive experience involving progressively increased levels of responsibility in management and strategic planning. Financial management skills, demonstrated leadership and project management skills, excellent communication and presentation skills and a high degree of adaptability and initiative are required. Specifically:

Management and Administration

- Extensive knowledge of financial management related to creating and managing budgets (both operating and capital)
- Problem solving skills are required on an ongoing basis often during complex, high stress situations. Client concerns are often those requiring strong problem solving and facilitation skills. As each situation is different and creative approaches to resolve the issue may be required. The incumbent must often help end users articulate their needs to determine root cause. For Administrative, professional and technical issues initiative, creativity and good judgment are required.
- Well-developed organizational and planning skills.
- Exercise initiative, creativity, innovation and good judgment in decision-making and in solving administrative, professional and technical problems.
- Organized, with the proven ability to meet deadlines, despite fluidity.
- Ability to identify, assess and manage risk while striving to achieve objectives.
- Effective negotiating and strategy, Policy and program development skills.
- The ability to work to deadlines and respond effectively to frequently changing deadlines.
- The ability to manage a large number of projects and resources concurrently.
- The ability to work effectively within a large senior management team.

- A strong ability to assume a leadership role in helping others to achieve excellent results.
- The ability to manage a diverse group of technical and functional staff.

Communication and Collaboration

- Superior written and verbal communication skills, including the ability to maintain professionalism in difficult circumstances
- The ability to translate and present complex and technical matters into plain English and understandable concepts.
- Effective listening skills, including the ability to discern and interpret non-verbal communication signals.
- Conflict resolution and negotiation skills and credible demeanor to obtain cooperation and commitment and resolve situations that are controversial in nature or to gain acceptance of a corporate approach to an issue.
- Effective team building / team player skills to promote an environment of cooperation, innovation and teamwork, both within unit and within project teams that are made up of a diverse cross section of clients and colleagues.
- Relationship Building and establishing, sustaining and fostering professional contacts to build, enhance and maintain knowledge networks and communities of interest.
- Persuasively present and explain proposed plans, approaches and practices.
- Work within a collaborative framework. Collaborate with other agencies/organizations by developing and cultivating relationships and partnerships.
- Ability to successfully balance operating as a service provider, taking advice and direction from a governance structure and at the same time working collaboratively with stakeholders.

Technical / Sector Specific:

- Current knowledge of informatics practices, concepts, principles and current.
- Strong understanding of systems and application development and integration as well as support and maintenance activities including project management, business analysis, and quality control and assurance.
- Knowledge and ability to apply technology architecture theories, principles, concepts, practices, methodologies and frameworks.
- Knowledge of and ability to apply project management best practices in information management and technology.

Typically, the above qualifications would be attained by:

These knowledge, skills and abilities are typically obtained through a university degree in business administration, commerce, computer science or a management information systems discipline and ten years of progressively responsible experience including management and supervisory experience.

WORKING CONDITIONS

Physical Demands

The position works in a typical office setting and there are no unusual physical demands.

Environmental Conditions

The position works in a typical office setting and there are no unusual environmental conditions.

Sensory Demands

A typical office setting and there are no unusual sensory demands.

Mental Demands

This position requires frequent changes in priorities and an ability to "think on your feet" when discussing issues with staff, supervisors and particularly clients in order to present all of the appropriate information in a convincing yet collaborative manner (50% of the time).

ADDITIONAL REQUIREMENTS

Position Security (check one)

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