



IDENTIFICATION

Department	Position Title	
Finance	Director, Technology Service Centre	
Position Number	Community	Division/Region
15-11462	Yellowknife	Technology Service Centre

PURPOSE OF THE POSITION

This position has overall responsibility and accountability for meeting the IT (Information Technology) related business needs of the Government of the Northwest Territories (GNWT) in an efficient and effective manner. Primary focus is on client service and ensuring that investments in IT infrastructure provide business value to the GNWT.

SCOPE

Reporting to the Assistant Deputy Minister – Government Chief Information Officer, the position is accountable to the Informatics Policy Committee (IPC). The position provides strategic and operational advice on IT directions and services to GNWT executive and business management. In addition to IPC, this position collaborates closely with Directors in the Office of the Chief Information Officer (OCIO) and others with respect to information and technology strategy, planning, implementation and operations.

The Technology Service Centre (TSC) is responsible for GNWT wide infrastructure and operations including client liaison services, service desk, desktop/laptop support, network, storage, server, telecom and mobility services to approximately 5000 government staff, Health Authorities, Education staff and Boards and Agencies. A further 1200 staff of the Education Boards, Agencies and Crown Corporations receive a subset of these services.

All depend on the TSC for highly available, reliable and secure data communications between and within NWT communities and outside of the NWT, and the hosting of critical applications.

The GNWT IT infrastructure supports the delivery of numerous services, such as data and voice communications, email, file and print support, application hosting, IP Telecom systems, mobile devices, WIFI, video conferencing, storage management, workstation support, and computer



operations. The infrastructure itself is a constantly changing and increasingly complex system of hardware and software components dispersed throughout all government offices and all NWT communities. These components are the foundation of the services provided by the TSC, which are documented in detail, and supported by a client service agreement.

Security and support for business continuity are key requirements across the infrastructure. Most services are continuous, with support available 24 hours a day, 7 days a week for 911, medical response, motor vehicle records and citizen web access portals. Even short interruptions to these services are considered unacceptable. The complexity of the infrastructure and ever-present external threats pose extreme challenges to maintaining the necessary levels of security and business continuity.

The TSC operates as a chargeback unit, with an annual budget of approximately \$26 million, plus IT capital funding which varies annually. The position has full signing authority for all contracts and financial commitments within the TSC.

DIMENSIONS

- Reporting Positions (direct or indirect/functional relationship) 6 direct, 57 indirect
- Compensation & Benefits (\$) 9,600,000
- Operations & Maintenance (\$) 26,100,000
- Capital (\$) 1,800,000 annually on an installed hardware base of approximately \$12M

RESPONSIBILITIES

- 1. Uphold and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace. Practice and ensure that any subordinate management and supervisory roles also prioritize staff mentorship and on-the-job training, including staff development in annual general objectives.**
- 2. Seek opportunities to add value to the IT-related business and service requirements of clients, and promote a client service culture throughout the organization:**
 - Establish solid working relationships with IPC, advisory committees, and senior management in all departments.
 - Be the executive point of contact regarding IT service delivery issues.
 - Set and communicate expectations for all TSC staff to promote a culture of client service, and lead by example to achieve this.
 - Ensure that appropriate communication occurs on an ongoing basis, including seeking and responding to feedback from clients.
- 3. Provide leadership and guidance in technology assessments and decisions, to enhance business value through the implementation of a state-of-the-art, robust and**



secure infrastructure:

- Ensure that advances in technology are applied to meet business needs, through ongoing architectural review and evolution of the IT infrastructure (hardware and software) to support GNWT systems and initiatives, including emphasis on the delivery of electronic services.
- Promote the understanding and management of IT-related risks, including security, business continuity and privacy threats.
- Participate in the development and application of GNWT IT standards.
- Represent the GNWT in telecommunications regulatory matters, as they relate to CRTC regulations and telephone services in the north.
- Make financial decisions related to the above, maximizing business value, while balancing costs and risks appropriately.

4. Promote the process-driven focus that guides ongoing TSC operations:

- Ensure that IT processes are defined, understood, implemented, and refined throughout the organization, using the Information Technology Infrastructure Library (ITIL) industry best practices as the foundation.
- On an ongoing basis, monitor the linkage between processes and TSC effectiveness in addressing the business needs of clients.

5. Perform strategic planning and financial management to ensure that the TSC responds to client needs, in a cost-effective manner:

- Continually work toward understanding the strategic direction and priorities of the GNWT and its departments and transform them into appropriate goals and priorities for the TSC.
- Promote IT as a change enabler that can lead to program enhancements and efficiencies.
- Work closely with the Government Chief Information Officer (CIO), the Office of the CIO staff, and other Information and Technology groups in the GNWT (health, information management, Enterprise Resource Planning (ERP)), to share and collaborate on initiatives and ensure synchronization of Information and Technology strategy, planning and operations, negotiate contracts and track relationships with third-party hardware, software, and service providers.
- Plan and monitor expenditures to maximize operational efficiencies while meeting service levels and pursuing service improvement.
- Monitor compliance to third party licensing requirements.
- Prepare submissions for the FMB for budget, chargeback approval and staffing complement to ensure TSC can deliver to its service level agreement.

6. Manage, lead, and motivate staff:

- Lead by example to promote a work environment conducive to high levels of client service.



- Direct and mentor TSC managers to promote achievement of goals established for the TSC.
- Work closely with managers, Human Resources, and Labour Relations on issues related to employee hiring and disciplinary actions.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

This position requires an ability to respond to changing and sometime conflicting priorities on urgent timelines.

KNOWLEDGE, SKILLS AND ABILITIES

- Strong technical knowledge that supports understanding of the IT issues and taking a leadership role in major architectural decisions.
- Skilled at advocating, leading and implementing organizational and process change.
- Negotiation skills to support making and managing agreements with clients and third- party service/product suppliers.
- Ability to understand the business needs of clients and to take a strategic approach to meeting those needs.
- Ability to interact effectively with senior management and to work collaboratively and productively with advisory committees.
- Ability to manage staff so they are well motivated and work as a team.
- Ability to communicate effectively with staff, GNWT departments, the business community, standing committees of Cabinet and the legislative Assembly.
- Ability to manage budgets to maximize the value of services delivered.
- Ability to work to deadlines and respond to frequently changing priorities.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A relevant degree and eight (8) years of proven, progressive, and directly related technical experience including at least 3 years managing staff and resources, and leading diverse teams in various fields of information technology and information systems.

Equivalent combinations of education and experience will be considered.

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

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

CERTIFICATION

Title: Director, Technology Service Centre

Position Number: 15-11462

Employee Signature	Supervisor Signature
Printed Name	Printed Name
Date <i>I certify that I have read and understand the responsibilities assigned to this position.</i>	Date <i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i>
Deputy Head/Delegate Signature	Date
<i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i>	

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