



IDENTIFICATION

Department	Position Title	
Finance	Manager – IT Support Services	
Position Number	Community	Division/Region
15-11472	Yellowknife	Technology Service Centre (TSC)

PURPOSE OF THE POSITION

The Manager – IT Support Services leads a diverse team of highly skilled technical specialists to provide information technology (IT) technical support services to employees of the Government of Northwest Territories (GNWT) as well as some of its boards and agencies (clients) to provide all employees with secure, robust, and reliable access to all systems, data, and business applications they require to work in an efficient and effective manner.

SCOPE

Located in Yellowknife and reporting to the Director, Technology Service Centre, the Manager – IT Support Services has overall responsibility for providing IT support services and resolution of problems with the operation, and maintenance of the GNWT desktop, laptop and workplace IT infrastructure, applications, software and the associated administration and management of these enterprise level assets for workstations and network users across all GNWT departments, as well as some of its boards and agencies.

The Manager – IT Support Services leads a highly diversified team of technical professionals to deliver all aspects of IT service support including workstation hardware and software development; support and related processes for PC's, automated deployment services, service desk software/applications, mobile devices (tablets, cell phones), PC evergreening (replacement) deployment, call-in helpdesk operation (Tier 1) and on-site workstation support and analysis (Tier 2 and Tier 3) for all GNWT departments to create and maintain a positive experience for clients. The Manager – IT Support Services has a direct relationship to the Manager – Infrastructure Services, who manages the server, network, and storage infrastructure and data centres for the GNWT.



The Manager – IT Support Services must have a comprehensive understanding of information technology and how it can be used to bring business value to an organization. In this role, the incumbent is often required to make high pressure, complex implementation, and operation decisions.

The Manager – IT Support Services manages an annual budget of approximately \$3 million for salaries and benefits, approximately \$1M for Operations and Maintenance (O&M) and is responsible for competitive purchasing and procurement decisions.

The Technology Service Centre (TSC) provides leadership and expertise to all departments of the GNWT, as well as some boards and agencies, in all regions and all 33 communities across the NWT, on matters related to the government wide area data network, servers, storage, data center facilities, all government information technology infrastructure, communication systems and their technical support in order that employees have continual access to the workplace functions they require to do their jobs in an efficient and effective manner. Services are provided in accordance with a framework of operating procedures and guidelines established within the TSC, and with standards developed in conjunction with the Office of the Chief Information Officer (OCIO) and GNWT standards committees.

The Division promotes the efficient and effective use of government technology resources through education and outreach and collaborates with a variety of internal and external partners to maximize the benefits of investments made by the GNWT. The specific technologies, practices and approaches employed in delivering these services are evolving at a rapid pace and the TSC must monitor advances in technology and evaluate options routinely to improve services and provide the policy framework to support the ongoing requirements. Furthermore, as a fee for service model utilizing service level agreements with client departments, the TSC faces significant pressure to keep systems operational, secure, and technologically advanced while also cost effective to successfully meet the objectives of the GNWT departments, boards, and agencies it serves.

TSC IT Support Services are used 24 hours a day, 365 days a year to address issues with desktops, laptops and workplace IT infrastructure that are used by approximately 6,100 employees of the GNWT and its health authorities, education boards, agencies, and schools (clients). System interruptions, issues and outages can have a highly detrimental, and possibility catastrophic, impact on the ability of GNWT departments and agencies to deliver programs and services.

RESPONSIBILITIES

1. Manage all aspects of IT service and technical support for: workstation hardware, software, and business applications.

- Provide technical leadership in the troubleshooting of desktop infrastructure, desktop deployment services, peripherals, mobile devices, service desk hardware and software, other GNWT and select client software applications, telephones, and video conferencing.



- Provide technical expertise regarding the specifications for workstation hardware and software to meet the ongoing performance, reliability, and security requirements of GNWT.
- Plan and direct the deployment and ever-greening of personal computer and mobile devices operating systems and software maintenance patches, including research and testing, to minimize or eliminate the impact of security or virus threats.
- Communicate and lead the review of complex incident and problem situations with appropriate TSC managers and with third party suppliers and develop solutions to client IT workstation and related service desk applications.
- Perform strategic planning for the GNWT desktop and deployment hardware and software and coordinate with the overall GNWT IT infrastructure and direction.
- Innovatively apply knowledge to complex technical situations and make sound decisions considering the impact across the GNWT and/or on clients.
- Provide design, implementation and consulting expertise to Clients who adopt the TSC Service Desk software in their respective departments (outsourcing role) for performing their own department's service desk functions.

2. Provide leadership and direction to the design, implementation, and delivery of TSC support services to address client IT requests.

- Define and direct the implementation of procedures and processes used by the TSC Service Desk (Tier 1), Workplace Support (Tier 2) and IT Administrator Teams (Tier 3) in handling incidents and requests for IT support services.
- Design and maintain the TSC Service Desk with the appropriate technologies (phone system, service call tracking software, etc.) to record, track, report on client IT requests.
- Issue Requests for Information and procure hardware and software as required.
- Define the standard for professional client service delivered by the IT Support Services section and work with the Team Leads to provide the necessary resources and meet this standard.
- Define, implement, and monitor the setting of priorities for responding to service calls and performing other support activities.
- Monitor service levels to meet the service levels agreed to with clients in the TSC Service Level Agreement, address any issues and implement corrective actions.
- Proactively engage TSC managers to make them aware of client incidents that require joint management and resolution to maintain ongoing delivery of services effectively and efficiently.

3. Oversee the implementation and maintenance of workplace IT risk management techniques and procedures in support of the TSC/GNWT risk management plan for the protection and security of IT hardware and software and the information it holds.

- Oversee the implementation and maintenance of risk identification, risk mitigation and risk response activities.



- Plan and direct the development and implementation of client IT security standards, policies, and practices to provide a robust and proactive approach to workplace IT support services.
- Support the development of and champion and implement security policies as issued by OCIO.
- Partner with the OCIO, TSC colleagues and contactors to effectively configure and patch client IT hardware and software against known and emerging security threats.
- Remain current on emerging security threats, build awareness, and provide staff with timely and relevant security training.
- Respond promptly to security threats or incidents and work with the OCIO, TSC colleagues, and contractors to resolve and/or mitigate the threats.
- Participate in the planning and implementation of disaster recovery plans.

4. Work with client departments, third party service providers and other TSC managers to maintain and/or improve service levels.

- Act as second point of escalation for clients seeking to raise awareness of challenging IT service situations.
- Acquire and maintain a solid understanding of the Service Level Agreement between the TSC and client departments.
- Champion and sustain staff awareness of their role as first point of client contact and when possible, to be the point of resolution, to minimize escalation of service request to Tiers 2 or 3 support.
- Work with client departments and third-party service providers to resolve incidents and problems, with the level of professionalism and responsiveness that is appropriate to a service organization.
- Provide leadership and mentoring for staff in delivering a high level of service.
- Communicate technical problems, solutions, and processes to other TSC managers.
- Conduct service incident analysis and make required service improvements.
- Evaluate reports on service desk and workplace support effectiveness, including metrics on response times, resolution at service desk versus on-site, quality assurance results, fulfilment of client service level agreements, and lead activities to resolve issues indicated by the metrics and for continuous improvement.
- Conduct analysis of service desk and workplace support staff workload and adjust procedures, processes, staffing levels, software tools, etc., to improve the effectiveness and efficiency of IT Support Services.

5. Develop and manage Information Technology Infrastructure Library (ITIL) processes that support client service objectives. ITIL is a discipline for applying industry best practices to an IT infrastructure and support organization.

- Develop, implement, and monitor effectiveness of the following ITIL process:



- Incident Management - to restore normal service operation as quickly as possible with minimum disruption to the business, thus ensuring that the best achievable levels of availability and service are maintained;
- Problem Management - the ITIL processes designed to minimize adverse effect on the business of incidents and problems caused by errors in the desktop environment, and to proactively prevent the occurrence of incidents, problems, and errors;
- Change Management - the ITIL processes designed to standardize the methods and procedures used for all hardware and software changes that may impact the infrastructure;
- Configuration Management - the ITIL processes concerned with establishing the underlying causes of an incident, and their subsequent resolution and prevention; and,
- Release Management - the ITIL processes designed to coordinate all aspects of software release, both technical and non-technical.
- Participate in the development and implementation of the following ITIL processes, which are the primary responsibility of other TSC managers:
 - Service Level Management;
 - Financial Management;
 - Capacity Management;
 - Availability Management; and,
 - Service Continuity Management.

6. Manage the human and financial resources of the IT Support Services Section, including contractors.

- Provide leadership to the IT Support Services section.
- Supervise and manage three direct staff and 26 indirect full-time positions, plus casual staff and contractors with staff located in Yellowknife, Inuvik, Norman Wells, Fort Simpson, Hay River, and Fort Smith.
- Facilitate effective and collaborative working relationships between team members and with client departments, service providers and end users.
- Establish, review, and maintain efficient and effective operational methods, procedures, and facilities to support the day-to-day functioning of the section and its infrastructure.
- Develop section's annual work plans and establishes short- and long-term objectives to meet operational requirements and priorities.
- Set performance targets and monitor progress against agreed quality and performance criteria.
- Schedule and/or approve work for the IT Support Services staff including overtime and training.
- Allocate responsibilities and/or packages of work, including supervisory responsibilities.
- Analyze and adjust section's work plans and workloads as required for continuous improvements and to meet critical and/or emerging issues impacting infrastructure services on a government wide or department specific basis.



- Perform staff appraisals, provide effective feedback, throughout the performance management cycle and participate in section's staffing, reward programs, and disciplinary procedures.
- Mentor and develop staff, providing support, guidance, training, and cross training to support professional development and team efficiency and effectiveness.
- Inform staff about governmental, departmental, and divisional priorities and processes.
- Forecast and manage the section's budget and undertakes variance reporting.
- Provide staff with access to necessary resources, supplies, equipment, and information.
- Prepare terms of reference and statements of work to direct contractors.
- Act as the first-level respondent to grievances filed by employees.

WORKING CONDITIONS

Physical Demands

Consistent with the typical GNWT office environment.

Environmental Conditions

Consistent with the typical GNWT office environment.

Sensory Demands

Consistent with the typical GNWT office environment.

Mental Demands

The incumbent is required to address service incidents that may heavily impact the operation of the GNWT, and therefore may require rapid response and resumption of service. These incidents may occur any time, 24 hours a day, 365 days a year.

Mental fatigue is common because of the heavy workload, balancing competing priorities, sorting through conflicting information, the periodic need for intense analytical work and the pressures of complex projects often impacted by tight deadlines. Unexpected demands, competing demands, and ambiguity frequently add to the stress and mental fatigue.

The incumbent may be required to be on-call for extended periods or on a rotational basis 24/7 to fulfill the above responsibilities.

KNOWLEDGE, SKILLS, AND ABILITIES

- Technical knowledge of IT components, and how they are architected to provide IT solutions to support business requirements.



- Management skills that effectively combine the management of IT staff with technology management.
- Understanding of client service, and-commitment to client satisfaction.
- Troubleshooting skills, enabling the incumbent to lead the diagnosis of complex IT infrastructure problems or identify the nature of the problem and forward it to the appropriate place for resolution.
- Ability to manage large budgets and track finances for decision making purposes.
- Knowledge of Project Management practices and how to apply them effectively.
- Knowledge of IT service management concepts such as those described in the IT Infrastructure Library (ITIL), Control Objects for IT (CoBIT) and Lean IT.
- Knowledge of security and privacy controls of IT environments.
- Knowledge of principles of data management and fundamental IT architecture.
- Knowledge of risk analysis, disaster recovery, planning and an ability to design and lead effective event simulations.
- Ability to use systems management tools used to monitor service desk, workplace IT, and automated deployment applications.
- Ability to work within a long-term perspective in addressing client's problems. This may include trading off immediate costs for the sake of the long- term relationship and considers long-term benefits for organization.
- Ability to anticipate and prepare for specific opportunities or problems that are not obvious to others. This includes taking action to create an opportunity or avoid future crisis (looking ahead three to 12 months or more).
- Ability to take apart problems into pieces and link the pieces together in logical order (i.e., A leads to B leads C leads to D).
- Ability to determine long-term issues, problems, or opportunities. This includes the ability to develop and establish broad-scale, long-term goals, strategies, and policies.
- Ability to effectively facilitate collaboration between stakeholders, IT professionals and business units to design solutions that address business needs.
- Communication and interpersonal skills (oral, written and presentation skills) and ability to explain technical issues using appropriate terminology based on the audience.
- Ability to foster team members buy into a group's mission, goals, agenda, climate, tone, and policies.
- Ability to give specific positive or mixed feedback for developmental purposes. This included the ability to give negative feedback in behavioral rather than personal terms and expresses positive expectations for future performance.
- 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 bachelor's degree in information technology or computer Science and five years of experience in the IT industry, including a minimum of one year of management experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

A valid Canadian Driver's License, equivalent to NWT Class 5 or better.

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 record 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