



## IDENTIFICATION

Department	Position Title	
Finance	Manager, Infrastructure Services	
Position Number	Community	Division/Region
15-11488	Yellowknife	Technology Service Centre (TSC)

## PURPOSE OF THE POSITION

The Manager, Infrastructure Services leads a diverse team of highly skilled technical specialists that drive the delivery of data network and Internet Protocol (IP) phone services, application, website and data storage services, and corporate email services to meet the demanding performance requirements of all Government of Northwest Territories (GNWT) departments as well as some of its boards and agencies and 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 (TSC), the Manager, Infrastructure Services is part of the TSC management team and has overall responsibility for Infrastructure Services team responsible for the integration of the hardware and software components of servers, network and computer operations and the support of multiple data centre facilities. This integration provides the core computing infrastructure for the GNWT and is essential for effective functioning of this infrastructure for all GNWT departments, boards, and agencies and their delivery of services to the residents of the NWT.

The Manager, Infrastructure Services leads the planning and strategic development of the technology infrastructure within the GNWT to support current and future IT-related business needs and establish IT policies and infrastructure solutions to support the strategies and service level requirements. The position must have a comprehensive understanding of information technology and how it can be used to bring value to an organization. This role requires a strong commitment to working within a client service organization, and to working collaboratively with clients, other TSC managers and the Office of the Chief Information Office (OCIO).



The incumbent manages a budget of approximately \$2.5 million for salaries and benefits, approximately \$14 million of Operations and Maintenance (O&M) and varying amounts of Capital funds for infrastructure replacement and/or upgrades annually.

The 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.

Server and storage services are used 24 hours a day, 365 days a year to store and host critical data that impacts on all areas of the GNWT. Server and storage services are used by approximately 6,100 employees of the GNWT and its health authorities, education boards, agencies, and schools (clients). These services include, but are not limited to application and website hosting, email services, storage hosting, backup and disaster recovery services and the delivery of program specific applications. System interruptions, issues and outages can have a highly detrimental, and possibility catastrophic impact on the ability of GNWT departments, boards, and agencies to deliver programs and services.

## **RESPONSIBILITIES**

### **1. Manage the design, implementation, operation and performance of IT infrastructure hardware, software, and services to meet the IT-related business needs of the GNWT.**

- Provide strategic and technical leadership in the design, implementation, operation and performance of IT hardware, software, and services.
- Promote the effective integration of technical solutions in these areas, and coordinates



the required technical expertise in their design, implementation, operation, and performance.

- Participate in defining business requirements and researches and determines solutions to sustain/enhance the effective and efficient delivery of IT infrastructure services.
- Coordinate the strategic planning with the network architecture strategy and overall priorities of the TSC, based on client requirements.
- Manage the data centre operations to support the day-to-day functioning of the server and network infrastructure.
- Contribute to the resolution of business problems by providing detailed technical advice.
- Lead the review of complex problem situations and develops solutions with the appropriate TSC managers and with third party suppliers.
- Proactively plan for service outages and/or to respond to operational or environmental requirements.
- Participate in the planning and implementation of disaster recovery plans.
- Continuously monitor service target metrics and service queues and provides input for continuous improvement.
- Innovatively apply knowledge to complex technical situations and makes sound decisions considering the impact across the TSC and/or on clients.
- Lead the planning, and procurement for competitive purchasing and procurement decisions of new hardware and operating systems or other software and oversees the project management and delivery teams responsible for its implementation.
- Build and maintain strong vendor relationships and participates in major vendor negotiations.
- Oversee the budget and expenditures for all major competitive purchases and procurement decisions.

**2. Manage the design, implementation, and delivery of IT Infrastructure Services support (Tier 3 - Network and Server Analysts) to GNWT departments, boards and authorities to efficiently and effectively address client IT requests.**

- Define and direct the implementation of Tier 3 procedures and processes used by the Infrastructure Services staff in handling IT support incidents with server, network, and storage infrastructure, as well as application hosting responsibilities.
- Define the standards and manage the delivery of professional client services used by Infrastructure Services staff in the delivery of services.
- Define, implement, and monitor the setting of priorities for responding to incidents related to Infrastructure Services and oversees that these priorities are followed consistently when working throughout the NWT.
- Monitor service levels to confirm that they meet the service levels agreed to with Clients in the TSC Service level Agreement.



- Promote use of project management practices within the Infrastructure Services section for complex service calls.
  - Apply risk management techniques including risk identification, risk mitigation and risk response in support of a TSC infrastructure risk management plan.
- 3. Oversee the implementation of security policies and practices to provide a robust and proactive approach to core infrastructure hardware and software.**
- Plan and direct the development and implementation of server security standards.
  - Champion and implement security policies as issued by OCIO.
  - Partner with the OCIO Security Team, TSC colleagues, and contactors to provide GNWT IT infrastructure that is effectively configured and patched against known and emerging security threats.
  - Respond promptly to security threats or incidents and work with the OCIO, TSC colleagues, and contractors to resolve and/or mitigate the threats.
  - Maintain currency on emerging security threats and mentor staff to receive timely and relevant security training.
- 4. Work with client departments, third party service providers and other TSC Managers to maintain and/or improve service levels.**
- 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 a partner with other TSC staff.
  - 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 client service.
  - Communicate technical problems, solutions, and processes to other TSC managers and apprise senior management aware of the situation.
  - Conduct service incident analysis and make required service improvements.
  - Provide reports on Infrastructure Services effectiveness, including metrics on response times, availability of key services i.e., network, email, servers, security incidents and leads activities to resolve issues indicated by the metrics.
  - Conduct analysis of Infrastructure Services staff workload and adjust procedures, processes, staffing levels, software tools, etc. to improve the effectiveness and efficiency of Infrastructure Services support.
- 5. Develop and manage Information Technology Infrastructure Library (ITIL) processes and best practices that support client service objectives and oversees their application to the services provided by TSC.**
- Develop, implement, monitor, and update the following ITIL processes:
    - Problem Management - the ITIL processes designed to minimize the adverse



- effect on the business of incidents and problems caused by errors in the infrastructure, 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.
  - 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:
    - Incident Management
    - Service Level Management
    - Financial Management
    - Capacity Management
    - Availability Management
    - Service Continuity Management.

**6. Manage the human and financial resources of the Infrastructure Services section including contractors.**

- Provide leadership to the Infrastructure Services section.
- Supervise and manage two direct and 18 indirect full-time positions, plus casual staff, and contractors.
- 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 Infrastructure Services staff including overtime and training.
- Allocate responsibilities and/or packages of work, including supervisory responsibilities.
- Analyse 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 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 undertake 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**

No unusual demands

### **Environmental Conditions**

No unusual environmental conditions.

### **Sensory Demands**

No unusual demands.

### **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 requirements.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Technical knowledge of IT infrastructure 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 infrastructure problems or identify the nature of the problem and forward it to the appropriate place for resolution.
- Ability to manage 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 infrastructure 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 server and data communications utilization levels.
- Ability to work within a long-term perspective in addressing client's problems. This may include trading off immediate costs to develop long-term relationship and consider 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 includes the ability to give negative feedback in behavioral rather than personal terms, and express 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 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