IDENTIFICATION

Department	Position Title	
Finance	Manager, Technical Services	
Position Number	**Community**	**Division/Region**
15-15383	Yellowknife	Information Systems Shared Services/HQ

PURPOSE OF THE POSITION

The Manager, Technical Services leads a diverse team of specialists to manage and maintain the availability, reliability, and overall performance of line of business applications, web sites and related services within agreed upon service levels and standards.

SCOPE

Located in Yellowknife and reporting to the Director of Information Systems Shared Services, the Manager of Technical Services is responsible for the planning, implementation, control, review, and audit of service provision, to meet customer business requirements. This includes negotiation, implementation and monitoring of service level agreements, and the ongoing management of line of business applications, websites, and related services to provide the agreed levels of service, seeking continually and proactively to improve service delivery and sustainability targets. Of particular importance is the operations and lifecycle management of solutions which support the core business units across the GNWT. Services are delivered on behalf of all GNWT departments and Housing NWT.

This includes the management of the processes, systems and functions to package, build, test and deploy changes and updates (which are bounded as "releases") into a live environment, establishing or continuing the specified service, to enable controlled and effective handover to operational management and the user community. The application of automation to improve the efficiency and quality of custom development and or enhancement releases.

This also includes the management of change to the service components including service assets, configuration items and associated documentation. Change management uses requests for change (RFC) for standard or emergency changes and changes due to incidents or problems

to provide effective control and reduction of risk to the availability, performance, security, and compliance of the business services impacted by the change.

The proactive lifecycle management for all line of business applications and related services (applications and underlying platforms including software, intellectual property, licences, warranties, etc.) including security, inventory, compliance, usage, and disposal. Aiming to protect and secure the corporate assets portfolio, optimise the total cost of ownership and sustainability by minimising operating costs, improving investment decisions and capitalising on potential opportunities.

The Incumbent is supported by a highly technical team of systems analysts comprised of eight direct reports.

The incumbent is responsible for an extensive range and variety of complex technical and/or professional work activities. Technical Services undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts. The manager understands the relationship between own specialism and wider customer/organisational requirements.

The incumbent works under broad direction. However, work is often self-initiated. The manager is fully responsible for meeting allocated technical and/or project and supervisory objectives. She or he establishes milestones and has a significant role in the assignment of tasks and/or responsibilities to the team of systems analysts that execute system maintenance and administration.

The incumbent Influences the organisation, clients, suppliers, partners, and peers on the contribution of the Technical Services team. The Manager builds appropriate and effective business relationships at the senior management, management, and operations layers of departments. The incumbent makes decisions which impact the success of assigned work, i.e. results, deadlines, and budget and has significant influence over the allocation and management of resources appropriate to given assignments.   They lead on user/customer collaboration throughout all stages of work to ensure users' needs are met consistently through each work stage.

The incumbent is fully familiar with recognised industry bodies of knowledge both generic and specific and actively seeks out new knowledge for own personal development and the mentoring or coaching of others. They develop a wider breadth of knowledge across the industry or business and applies that knowledge to help to define the standards which others will apply.

The incumbent demonstrates leadership, communicates effectively, both formally and informally and facilitates collaboration between stakeholders who have diverse objectives.

The Manager analyses, designs, plans, executes, and evaluates work to time, cost and quality targets. Analyses requirements and advises on scope and options for continuous operational improvement of the division. The incumbent takes all requirements into account when making proposals and demonstrates creativity, innovation, and ethical thinking in applying solutions for the benefit of the client/stakeholder.

The incumbent proactively ensures security is appropriately addressed within their area by self and others and engages or works with security and privacy specialists as necessary. This role contributes to the security culture of the organisation.

<u>**RESPONSIBILITIES**</u>

1. **Ensures that service delivery meets agreed service levels.**
   - Creates and maintains a catalogue of available services.
   - In consultation with the customer negotiates service level requirements and agrees service levels.
   - Diagnoses service delivery problems and initiates actions to maintain or improve levels of service.
   - Establishes and maintains operational methods, procedures, and facilities in assigned area of responsibility and reviews them regularly for effectiveness and efficiency.

2. **Leads the assessment, analysis, planning and design of release packages, including assessment of risk.**
   - Liaises with business and Information Management and Technology partners on release scheduling and communication of progress.
   - Conducts post release reviews.
   - Ensures release processes and procedures are applied and that releases can be rolled back as needed.
   - Identifies, evaluates, and manages the adoption of appropriate release and deployment tools, techniques, and processes (including automation).

3. **Monitors the application and compliance of security administration procedures.**
   - Reviews information systems for actual or potential breaches in security.
   - Ensures that all identified breaches in security are promptly and thoroughly investigated and that any system changes required to maintain security are implemented.
   - Ensures that security records are accurate and complete and that request for support are dealt with according to set standards and procedures.
   - Contributes to the creation and maintenance of policy, standards, procedures, and documentation for security.

4. **Manages capacity modelling and forecasting activities.**

- Pro-actively reviews information in conjunction with service level agreements to identify any capacity issues and specifies any required changes.
- Provides advice to support the design of service components including designing in flexible and scalable capacity.
- Works with business representatives to agree and implement short- and medium-term modifications to capacity.
- Drafts and maintains standards and procedures for service component capacity management. Ensures the correct implementation of standards and procedures.

5. **Manages individuals and groups.**
- Allocates responsibilities and/or packages of work, including supervisory responsibilities.
- Delegates responsibilities as appropriate. Sets performance targets, and monitors progress against agreed quality and performance criteria.
- Provides effective feedback, throughout the performance management cycle, to ensure optimum performance.
- Proactively works to ensure effective working relationships within the team and with those whom the team interacts with.
- Provides support and guidance as required, in line with individuals' abilities.
- Advises individuals on career paths and encourages pro-active development of skills and capabilities and provides mentoring to support professional development. Provides input into formal processes such as compensation negotiations and disciplinary procedures.

6. **Advises on financial planning and budgeting of the Division.**
- Develops financial plans and forecasts.
- Monitors and manages IT expenditure, ensuring that all IT financial targets are met, and examining any areas where budgets and expenditure exceed their agreed tolerances.
- Assists with the definition and operation of effective financial control and decision making, especially in the areas of service, projects, and component cost models and the allocation and apportionment of all incurred IT costs.
- Analyses actual expenditure, explains variances, and advises on options in use of available budget.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

Work pace and volume is irregular and outside the ability of the incumbent to directly control. Overtime and travel to regional or vendor offices may be required on a regular basis to meet service expectations and commitments.

KNOWLEDGE, SKILLS AND ABILITIES

- Technical knowledge of server environments, platform software and their tuning and optimization.
- Knowledge of IT service management concepts such as those described in the IT Infrastructure Library (ITIL) Control Objects for IT (CoBIT), Dev/Ops and lean IT.
- Knowledge of Project Management practices such as those described in the Project Management Body of Knowledge (PMBOK).
- Knowledge of best practices related to security of operational environments.
- Knowledge of the software development lifecycle, as well as the various methodologies including predictive (plan-driven) approaches or adaptive (iterative/agile).
- Knowledge of software development methods, practices, and processes.
- Knowledge of standard budgeting and accounting concepts and techniques.
- Experience in writing proposals, such as Business Cases, and knowledge of standard methods of evaluation, such as Return-on-Investment, Total Cost of Ownership, and qualitative vs. quantitative benefits.
- Ability to implement standard operational management tools and processes.
- Experience with ITSM tools including incident management, problem management, and configuration management tools.
- Ability to assess and evaluate risk leveraging guidance from ISO 31000.
- Ability to maintain an awareness of developments in the industry.
- Verbal, written and presentation skills, especially for an executive audience.
- Ability to lead individual staff and teams including coaching, development, and performance management.
- Facilitation skills effective at all levels of the organization.
- 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.

<u>Typically, the above qualifications would be attained by:</u>

Completion of an undergraduate degree in computer science, management information systems or business with five (5) or more years of relevant experience including one (1) year supervising staff.

Equivalent combinations of education and experience will be considered.

<u>ADDITIONAL REQUIREMENTS</u>

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