



IDENTIFICATION

Department	Position Title	
Environment and Climate Change	Team Lead, Information Systems	
Position Number	Community	Division/Region
23-4847	Fort Smith	Forest Management

PURPOSE OF THE POSITION

The Team Lead, Information Systems (Team Lead) provides leadership for Information Management (IM)/Information Systems (IS)/Information Technology (IT) within the Forest Management Division (FMD). The Team Lead is responsible for providing advice on solutions that align with the FMD's mission, goals and objectives outlined in *the Forest Act*, including its responsibilities as the headquarters for territorial wildfire operations. The position is directly responsible for the ongoing planning, design, development, change management, implementation, support and maintenance of Information Systems and Technologies that support the business requirements of the FMD.

SCOPE

Located in Fort Smith and reporting to the Manager, Logistics (Manager), the Team Lead, Information Systems is a senior technical specialist in Information Technology (IT) and Information Systems (IS) for the Forest Management Division (FMD). Working collaboratively with the Information Systems Shared Services (ISSS) and Technology Service Center (TSC), this position is a subject matter expert with a specific focus on developing and maintaining critical IT/IS Infrastructure and continuous improvement of business practices at FMD.

The Fire Management Division (FMD) is a Headquarters Division with offices in Fort Smith and Hay River. The Team Lead plays a significant role in effectively supporting the forest management program across the Northwest Territories (NWT). This position works within the constraint and authority of the Government of the Northwest Territories (GNWT) Information Management and Technology Policy Framework and underlying guidelines determined by the Informatics Policy Council (IPC), the Information Management and Technology Strategies, and the NWT Forest Fire Policy.

The position is responsible for researching, planning, maintaining, and supporting proprietary FMD applications and IT/IS products to meet Divisional needs. Working with the ISSS and the TSC, the Team Lead provides expertise on the reliability and risk associated with the adoption

or assimilation of specific IT/IS products and services required to meet the specific business needs of the forest management program. The Teams Lead's ability to respond to time-sensitive requests for information and services is critical. The incumbent is responsible for the management of two (2) IS/IT staff, as well as interns, students and casuals as required.

The Team Lead, working closely with the ISSS and the TSC, will assume a key role in developing and directing IT goals implemented by staff in FMD and regional forest management programs. The position mentors peers and staff on the appropriate use of IT/IS to find and maximize operational efficiencies.

Working with the Office of the Chief Information Officer (OCIO) and Divisional stakeholders, the position is responsible for maintaining the security posture of the FMD's plethora of Information Systems (IS) and Technology assets.

Decisions made by the incumbent can impact the entire FMD operation and fire management program. Many decisions directly impact the integrity of the data and information and the security, availability, and capacity of the FMD's Information Systems. Failure of these systems would seriously impact wildfire operations.

RESPONSIBILITIES

1. Provides top-level technical support to the FMD by managing proprietary IT/IS solutions, products, and services.

- Managing and maintaining proprietary software/applications critical to program delivery and mission-critical business systems.
- Installing and testing upgrades, patches and fixes for proprietary products provided by the contractors and or software vendors.
- Working collaboratively with the ISSS, ensuring that contract developers adhere to corporate standards and best practices.
- Evaluating new software releases and making recommendations for the implementation of new features and upgrades.
- Working with the TSC to ensure that backup strategies and plans are in place and effective for mission-critical data.
- Managing and maintaining UPS capacity and strategy.
- Monitoring and diagnosing application performance issues, usage, and throughput statistics, providing technical solutions, and carrying out tuning activities to enhance application performance.
- Managing and maintaining software licensing for key FMD applications.
- Managing and maintaining mission critical FMD business application servers.

2. Researches, develops, and implements Information Technology to meet Divisional needs.

- Evaluating technical processes and decision-making activities necessary to enhance and support corporate applications, researching hardware and software products and making recommendations.
- Researching, documenting, and understanding technology in use at FMD while keeping abreast of advancements in new technology that may benefit the Division.
- Documenting, developing, reviewing, and maintaining IT Guiding Operating Procedures and critical IT infrastructure.
- Working with Informatics, the TSC, Division operations, and key stakeholders to promote an integrated approach to developing and delivering Information Systems and Technology.
- Promote capacity building in the Division to best meet Departmental needs.

3. Develops and maintains Web communications and Technology.

- Ensuring all web communication and Technology materials have been approved by the appropriate parties prior to release and adhere to government guidelines and technical standards, and all legal and licensing requirements have been met.
- Managing the use and administration of web conferencing.
- Training and assisting key staff in the process and protocol of uploading new materials to the website.
- Regularly checking links to ensure they are current and updated, as needed.
- Managing and maintaining the FMD helpdesk web portal.

4. In collaboration with the ISSS and the TSC, manages Wireless (WLAN), Local Area Networks (LAN)/Wide Area Networks (WAN).

- Providing installation, configuration, and support services for local wired and wireless network infrastructure.
- Network monitoring, including LAN/ WAN/WLAN for Informatics, the TSC, and FMD.
- Managing FMD mission business network infrastructure and related ISP connections and accounts.
- Provisioning and maintaining wired and wireless network solutions based on divisional needs; and
- Managing and maintaining FMD network and asset inventory. including collaboration with the TSC in maintaining a proactive evergreen list to support the delivery of TSC services.

5. Liaising with the ISSS and the TSC to meet Divisional needs.

- Working with Informatics and the TSC to improve the technology service support delivery to the division and Improve FMD's adherence and support of the GNWT procedures.
- Facilitating outreach and delivery of Informatics and the TSC services at FMD and liaising between contractors, Informatics and the TSC to ensure continuity of business services.
- Performing basic desktop and small hardware troubleshooting prior to escalating the problem to the TSC, when necessary. Examples include but are not limited to purchasing and installing RAM, hard drives, peripherals, UPSs, mice, keyboards, etc.

- Managing and maintaining permission groups with TSC and account creation and deactivation requests.

6. Managing and providing information security expertise by ensuring a strong security posture for the division.

- Working collaboratively with the OCIO to ensure GNWT information security standards and protocols are applied and followed throughout the FMD and fire management program.
- Educating FMD staff on the latest advancements in the information security field and verifying that good practices are regularly applied.
- Balancing information security requirements with operational needs to establish the most effective solutions for the division.
- Completing information security reviews, including privacy impact assessments (PIAs), Threat Risk Assessments (TRAs) and vulnerability assessments, against the FMD's critical Information Systems and Technologies.
- Providing first-point-of-contact support for information security incidents prior to escalating to the GNWT Information Security team.

7. Supports field operations, especially during the wildfire season.

- Creating and updating the seasonal IT and Decision Support System (DSS) on-call support rosters.
- Providing on-call support as per established rosters or at the direction of the Territorial Duty Officer (TDO).
- Working overtime or on weekends and stat holidays to ensure maintenance schedules are adhered to and systems operate at peak performance.

8. Supervises the Information Technology Technician and Wildfire Software Architect.

- Providing leadership, direction, supervision, technical advice, and guidance to IT/IS staff at the FMD.
- Identifying user support needs through discussion with staff and the ongoing monitoring and review of system operations.
- Establishing and maintaining the organizational and operational environment required to ensure that support is provided to users on a continuous basis and in accordance with the FMD's requirements and priorities.
- Completing staff performance review and appraisal process.

WORKING CONDITIONS

Physical Demands

The incumbent must be able to lift 15kg. There may be a requirement to crawl into small spaces and underneath desks to install and maintain computer equipment. While performing duties, there are long periods where the incumbent must remain highly focused on computer monitors, which can cause back muscle and eyestrain.

Environmental Conditions

No unusual conditions.

Sensory Demands

The incumbent must spend long hours in intense concentration of both a technical and an interpersonal nature. The incumbent must be especially adept at listening to and understanding others and their requirements. The incumbent must also spend long hours on the computer, which requires a great deal of attention to detail.

Mental Demands

The incumbent will be required to be on-call and work unscheduled overtime or work outside normal business hours as and when required to meet the operational needs. After-hours workload is often urgent and can result in increased stress.

The severity of the wildfire season determines the incumbent's workload, which is a factor beyond the control of the incumbent.

The incumbent will be exposed to shifting priorities and tight deadlines with urgent situations, which significantly increase the level of stress in this position. Given the nature of the organization and responsibilities for emergency response, flexibility is required for sudden changes in responsibilities and assignments, such as callouts for technical emergencies or supporting regional staff during times of increased fire activity.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of IT systems and environments, including IT security configuration, firewall, server management, domain infrastructure, cloud environments, etc.
- Time management skills and respect for pre-set timelines (IT support and service delivery will directly impact wildfire operations decision-making and can carry significant organizational risk).
- Ability to keep current on emerging Information and Communication Technologies.
- Ability to prepare and control budgets and to carry out cost-benefit analysis.
- Ability to actively listen and respond to others' communications and concerns.
- Supervisory ability and team building skills.
- Ability to conceptualize, plan and implement projects.
- Knowledge of computer network design (e.g., TCP/IP, UDP/IP, Routing and Switching) and security principles (LAN, WAN, and wireless networks).
- Knowledge of database principles and structures (Structured Query Language (SQL), MSSQL, MySQL etc.).
- Computer technology knowledge and the ability to review, troubleshoot and diagnose technical problems.
- Data backup and recovery techniques.
- Release management strategies and change management practices.
- Client/server infrastructure software and hardware configurations.
- Systems development life cycle.

- Familiarity with Geographic Information Systems (GIS) and radio/telecommunications networks.
- Knowledge of end-user support and IT helpdesk best practices.
- 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:

An applied degree in computer science or information systems/technology and three (3) or more years of relevant experience managing and maintaining heterogeneous information technology infrastructure and enterprise network and server systems.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

- A valid NWT class 5 Driver's license.

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