IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Lead, Information and Communications Technologies	
Position Number	**Community**	**Division/Region**
48-17420	Yellowknife	Informatics & Health Technology/HQ

PURPOSE OF THE POSITION

The position manages the regional Information and Communication Technology (ICT) systems for the Northwest Territories Health and Social Services Authority (NTHSSA) in accordance with the Department of Health and Social Services, Government of the Northwest Territories and industry standards to ensure the reliability of ICT Systems to meet the functional needs of employees and operational requirements of the NTHSSA and the Department of Health and Social Services Health and Social Service System.

SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłı̨chǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,600 health and social services staff.

While the Tłı̨chǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

Located in Yellowknife and reporting to the Supervisor, IHT Service Desk, the incumbent serves the ICT needs of the programs and staff of the łıwegǫ̀atì building. The incumbent also supports the Stanton Territorial Hospital as necessary. The position is responsible for the supervision of staff assigned for special ICT projects and/or contractors as business needs require. The incumbent responds to ICT & other technological deficiencies that require decision-making on a daily basis and communicates with senior management, vendors and the Department of Infrastructure, Technical Services Centre (TSC) to resolve problems. The incumbent administers ICT systems which impact on the workload of other government departments and the TSC and must assess and resolve deficiencies that pose risk management situations. The position participates in the development and implementation of the strategic planning process, the Emergency Plan (Business Resumption Plan) and serves as a member of the Health and Social Services Informatics support service.

Examples of ICT Systems include, but are not limited to:

- Telephony & communication systems (conferencing, fax, two-way radios, etc.);
- Inpatient television systems;
- Printing services;
- In-facility (all facility) wireless & mobile systems;
- Presentation systems (smart boards, projectors, wed ex, Go To Meeting, etc.);
- Information Systems and IT hardware that interfaces with Health Technologies and is not directly supported by Biomedical Engineering;
- ICT components of facility systems (security, environmental, fire suppression, etc.);
- Telehealth technologies to facilitate and support remote diagnosis and treatment;
- Administrative information systems not supported by other defined HSS or NTHSSA level Information System application administrators (e.g., local Financial Systems, Patient Admission and Discharge Systems, mission and/or life critical information system like pharmacy information systems, etc.); and
- Any ICT that are not supported by the TSC (e.g. thin clients).

The incumbent will also be accountable to materially assist with the migration of, and ongoing troubleshooting of, IT services migrated to the TSC. The incumbent will remain the first point-of contact and first point-of-troubleshooting for all ICT including IT services provided by the TSC. The incumbent will assist in the migration and testing of any NTHSSA server systems and associated applications to the TSC.

Based on this the incumbent will be working with often unknowns and system changes at the same time as being required to ensure NTHSSA ICT service delivery.

RESPONSIBILITIES

1. **Manage all aspects of the ICT systems within the NTHSSA, including long and short-term planning, budgeting and relevant contractor communication.**
   - Provide technical and conceptual guidance to management staff at all levels to help them meet their business goals through the use of ICT.
   - Complete annual goals and objectives for the łıwegǫ̀atì ICT requirements and measures activity against them.
   - Responsible for maintaining the relationship between vendors and liaising and overseeing other support staff. The Incumbent also works closely with the Department of Infrastructure, Technology Service Centre (TSC) to ensure the services required to support Health and Social Services applications are meeting the existing and ongoing needs of the HSS System.
   - Supervise relevant special projects related and assigned ICT staff.
   - Coordinate with management and different committees with regards to ICT system priorities and future ICT requirements
   - Prepare and monitor the annual budget for ICT Services within łıwegǫ̀atì, including justifying/evaluating expanded hardware and software needs and/or increased support requirements including software licensing implications.
   - Scheduling meetings to discuss ongoing workloads, polices, work plans, and new/changing priorities.
   - Make presentations on various ICT projects to different groups including the Management Team, various standing committees, individual divisions and external agencies.

2. **Provide project management expertise for ICT Projects and support for Territorial Health Informatics or TSC projects as needed.**
   - Coordinate, direct and analyze ICT projects to meet NTHSSA priorities and requirements.
   - Create and lead multi-disciplinary teams to address specific issues or projects as necessary.
   - Conduct general analyses of application needs.
   - Investigate industry developments and evaluate existing ICT systems including the preparation of contract tendering documents as required.
   - Recommend solutions that are compatible with HSS/National standards.
   - Facilitate work plans for implementations.
   - Estimate system funding requirements.
   - Contract external resources where necessary.
   - Participate in territorial Health Informatics and Health Technologies systems projects.
   - Initiate and/or take a leading role in regional ICT projects as necessary.

3. **Manage all aspects of daily ICT activity within the NTHSSA.**
   - Coordinate the activities of the staff and third-party venders and support staff by:
     - providing advanced technical guidance and advice when required;
     - coordinating a functioning vender support team that clearly understands the goals of the NTHSSA;
     - ensuring work conforms to NTHSSA goals and standards;
     - communicating new/changing priorities; and
     - Meeting to discuss work plans/results.
   - Ensure the support and system administration requirements of the organization's information system applications are met.
   - Monitor the level of ICT resources required and promote the various options for training available to computer users.
   - Coordinate enhancement of existing information system applications.
   - Resolve all interdepartmental issues and problems, including prompt response for information.
   - Coordinate the acquisition and install of hardware and information systems.
   - Utilize the interdepartmental Helpdesk Solution provided by the TSC to manage/track/report all aspects of daily activities.

Workplace Health and Safety:
Employees of the Authority are committed to creating and maintaining a safe and respectful workplace for employees and patients/clients. Building a safe and respectful workplace is everyone's responsibility.

a) All employees and contractors have a professional and personal responsibility to perform their duties to health and safety regulations, standards, practices and procedures.
b) All stakeholders (management, staff, Union of Northern Workers, and Workplace Safety and Compensation Commission) need to ensure our Workplace Health and Safety Committee works effectively, with a shared purpose of continuous quality improvement in health and safety.
c) All Managers play an active role in workplace health and safety through their daily management: identifying prevention opportunities, ensuring staff are trained in Risk Monitor Pro, investigating potential risk and accidents, and applying timely corrective measures.
d) A healthy workplace, where employees can prove quality service under safe conditions, is the right thing to do and makes good business sense.

WORKING CONDITIONS

Physical Demands

Microcomputers are used extensively. Prolonged daily interaction with video monitors in a sitting position. Eyestrain, back discomfort and keyboard-induced tensions are most common

problems and may be regularly experienced. Workload and working environment result in limited opportunity for the Incumbent to control these effects.

Environmental Conditions

Frequent telephone interruptions. Constant exposure to white noise. Constant and changing deadlines. Conflicting tasks experienced regularly. Troubleshooting many and varying problems for many people over large geographical area on daily basis. Overtime demands may occur when installing new systems or troubleshooting problems. Lack of staff can make it difficult to cover absences due to leave, placing added burden on remaining staff.

Sensory Demands

Eyestrain may be experienced. Exposure to continual white noise. Overwhelming volume of reading. Accuracy and timeliness of work is reflected in the downtime experienced in network servers or personal workstations.

Mental Demands

Potential for mental stress due to diverse nature of responsibilities. Problem-solving within limited financial resources can be frustrating. Emotional fatigue experienced frequently as most calls are requests for immediate resolution of individual problems.

KNOWLEDGE, SKILLS AND ABILITIES

- Must be able to analyze non-routine situations and problems, formulate strategies and solutions, work with affected interest groups, including senior management, to
- Approve/support project implementation.
- Strong conceptual understanding of the “big picture” management of Information and Communication Technology in a large, ICT enabled and ICT dependent organization.
- Technical and conceptual understanding of current hardware, software, and management methodologies in the area of Information and Communications Technology.
- Ability to recognize the long-term goals of the organization and match them with long- term planning for ICT required in meeting those goals.
- Experience in all aspects of project management, including consensus/team building, project planning, project budgeting, and project implementation.
- Familiarity with the practices and dynamics within a healthcare and Social Services setting.
- Ability to utilize strong interpersonal skills to create effective relationships with internal and external clients and working groups.
    - Demonstrated experience preparing budgets both global and project specific.
    - Excellent written and oral communication skills.
    - Ability to work in teams and effectively delegate.
    - Willingness to pursue innovation and assess/apply new ideas and technologies.

- 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:

Certificate in Management Information Systems/Network Administration with four (4) years of experience in Information Technology and/or Information Systems in a large organization (preferably in a healthcare setting) and one (1) year of supervisory experience.

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