



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Manager, Enterprise IT Operations	
Position Number	Community	Division/Region
48-5743	Yellowknife	Informatics & Health Technology/HQ

PURPOSE OF THE POSITION

The Manager, Enterprise IT Operations is responsible for the overall management of Informatics & Health Technology (IHT) shared operational services. IHT supports electronic health and social services (eHSS) systems required by the Northwest Territories Health and Social Services System (NWT HSS System) in the delivery and support of health and social services programs.

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 Tłı̄chǔ 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 Tłı̄chǔ 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.



The Manager, Enterprise IT Operations is located in Yellowknife and reports to the Director, Informatics & Health Technology. The Manager, Enterprise IT Operations is accountable overseeing the IHT Service Desk, Project Team, and IHT budget and contracts. The Enterprise IT Operations team is responsible for supporting services needed for the selection, acquisition, implementation, maintenance, availability, and support of eHSS Systems utilized by the DHSS and the NTHSSA. The incumbent is also responsible for supporting IHT operational planning and obtaining resources to accomplish the plan, as well as, facilitating IHT operational improvements.

The eHSS Systems are complex platforms, blending enterprise-wide electronic health information and communication technologies (eHealth), health financial business applications, and social services case management tools. Having qualified staff responsible for this critical role is paramount to supporting the strategy and direction of the HSS system and its integrity into the future.

eHSS Systems and support services are used on a daily basis by NWT HSS System personnel territory-wide, including administrators, planners, analysts, physicians, nurses, social workers and allied health workers. This is the largest and most complex network of systems within the GNWT with well over 100 systems with varying degrees of interdependency and interconnectivity.

Canada's health system is among the most complex organizationally in the world. The NWT HSS System has added complexity with the inclusion of social services within the health system. The NWT HSS System is undergoing major reform and transformation driven by funding pressures, demographics, public expectations and technology. The eHSS Systems are directly utilized in developing Territorial HSS service levels (planning for delivery of NWT HSS System programs), infectious diseases outbreak, and diagnoses in provision of medical/social care. The around-the-clock availability of specific eHSS Systems data (diagnostic imaging, lab results, and outbreak detection) to NWT HSS System is vital to the health and well-being of NWT residents.

The Manager, Enterprise IT Operations provides direct support and expert counsel to the Director, Informatics & Health Technology and eHealth Committees. The incumbent manages an operating and maintenance budget exceeding 6 million dollars and provides advice and insight on spending for a 15-to-20-million-dollar capital projects budget.

Managing the IHT Service Desk and Project Teams is done in accordance with a framework of standards, procedures and guidelines established and/or adopted by the Informatics & Health Technology Division of NTHSSA, methodologies and standards endorsed by the Director, Informatics & Health Technology, established Federal, Provincial, Territorial (F/P/T) legislation and agreements, federal and regional initiatives, as well as financial restraints, and system capabilities.



The Manager must develop a close working relationship with the senior informatics personnel with the NWT HSS System in order to plan, implement, upgrade, and support territory-wide solutions. The Manager, Enterprise Operations also liaises with the Technology Services Centre (TSC) and Information Systems Shared Services (ISSS) for technical matters and enterprise applications matters for NWT HSS Systems and must maintain a strong working relationship with TSC and ISSS staff.

The Manager, Enterprise IT Operations manages a team of staff that can include: (1) Supervisor IHT Service Desk, (2) Project Officers, (1) Business Analyst, and (1) Territorial IT Contract Specialist. The incumbent also indirectly manages the five Service Desk staff and two Project Officers.

RESPONSIBILITIES

1. Manages the IHT operational functions to ensure the provision of appropriate information system solutions so that the NWT HSS System has the specific systems in place to support their programs and initiatives and to provide health practitioners, social workers, and management with the data and information required to make informed decisions.

- Leads policy development related to enterprise wide eHSS Systems operations and support models;
- Leads the development, implementation and regular production of dashboard reports, eHSS Systems scorecards and other forms of executive reports for a wide range of audience including eHealth Strategy Committee, senior management and external stakeholders;
- Facilitates IHT operational improvements, specifically process development, standardization, and documentation;
- Continually analyses the change process embedded in operations and makes necessary adjustments to the change processes to maximize operational effectiveness;
- Leads planning exercises and supports obtaining additional resources (e.g. staffing, funds) when necessary;
- Manages the IHT Project Team and oversees all IHT led projects;
- Ensures management information needs and privacy legislation is adhered by IHT Service Desks, Project Team, and the Territorial IT Contracts Specialist;
- Ensures the Informatics & Health Technology Division supports the overall NWT HSS System vision;
- Provides senior technical expertise in system selection/development/use and support;
- Leads the resolution of complex technical situations and solves business problems through facilitation, information synthesis, and driving business decision;
- Reviews Request for Proposals (RFP) specifications and evaluation criteria; and participate in evaluation of proposals;



- Oversees the negotiation/review and approval of IHT Support and Maintenance contracts for systems and services and participates in major contract negotiation (e.g. > \$500,000);
- Ensures compliance to standards, procedures and methodologies;
- Oversees the support model implementation of new Information Systems;
- Provides leadership on organization's systems direction and assesses impact;
- Prepares/monitors budgets and report constraints and considerations;
- Oversees review of contractor/vendor deliverables; and
- Evaluates, integrates and introduces new informatics solutions into the organization.

2. Accountable for IHT projects, and oversees all projects to ensure that all work and activities are consistent with approved objectives, plans and budgets and that the project is fully implemented within the required time frames.

- Oversees the development of IHT implementation plan(s) for the NWT Health and Social Services System projects;
- Plans and oversees management of multiple complex integrated projects from an information system perspective;
- Oversees and supports the drafting, review, and approval of Privacy Impact Assessments and Information Management Agreements, as well as responses to the Information Privacy Commissioner;
- In partnership with the TSC, INF, and NTHSSA IS staff, ensures the requirements of eHSS Systems digital security are met. eHSS Systems often set the baseline minimum security requirements for Information and Communication Technology (ICT) for all of the GNWT;
- Ensures that infrastructure requirements are within GNWT, DHSS and NTHSSA capabilities;
- Ensures operational activities are minimally impacted by IHT run projects;
- Ensures projects are properly scheduled and standards are followed;
- Collaborates with DHSS Information Services in the delivery of operational and capital projects to ensure alignment with the NWT HSS System IT Projects Portfolio;
- Oversees senior contractors or staff such as: Project Managers, Business Analysts, Senior Systems Analysts, Systems Analysts, Senior Database Analysts, and Senior Programmers;
- Develops, Implements and Manages project metrics and ensures, when appropriate, evaluation frameworks are developed, to track and monitor NTHSSA projects;
- In collaboration with Senior Project Managers for other NTHSSA projects and system transformation initiatives identifies and assesses risks and potential impacts on the NTHSSA project(s) implementation process (i.e. project governance), and provides contingency plans to address variable situations as they arise;
- Prepare information for Financial Management Board and/or Executive Council submissions as required for the implementation of NTHSSA projects/initiatives;



- Responsible for financial management of project resources; and
 - Administers and manages required NTHSSA project contracts and sub-projects.
- 3. Accountable for the day-to-day operations of the IHT Service Desk responsible for the intake of issues and incidents related to eHSS Systems.**
- Plans, coordinates and guides information system support services;
 - Remains accountable for Service Desk related tasks required to support the overall day-to-day operations and management of eHSS Systems across the HSS environment including:
 - Service catalogue,
 - Helpdesk and user support,
 - Evaluation of incidents for trends, and
 - Reporting on incidents.
 - Accountable for the escalation of incidents internally in IHT and to other GNWT IT Sector helpdesks.
 - Ensures the Informatics & Health Technology Division operates with a client centered model for systems support;
 - Ensures appropriate escalation occurs to address information system quality, security, hardware, and network issues and improve performance; and
 - Monitors and analyzes service records for trends and common problems.
- 4. Responsible for the contracts and budget processes within IHT.**
- Collaborates with the Territorial IT Contracts Specialist to provide ongoing operational IT contract and financial support;
 - Remains accountable for day-to-day operations and management of agreements and contracts for territorial eHSS Systems that are co-located in southern jurisdictions (inter-jurisdictional responsibility);
 - Collaborates with IHT Management, NTHSSA Finance, and the Territorial IT Contracts Specialist to provide pertinent budgetary information for GNWT Financial Management Board (FMB) funding submission requests (i.e. Supplementary Funding, Forced Growth and Strategic Initiative requests);
 - Ensures subject matter expertise is provided during the contract and agreement initiation, negotiation, and execution processes;
 - Reviews and approves contracts for systems and services; and
 - Ensures the financial management analysis, budgetary controls, and financial management practices are in place.
- 5. The Manager, Enterprise IT Operations provides strategic advice and high-level assistance for strategy and policy development.**
- Provides strategic advice and expertise to NTHSSA's Senior Management and established eHSS related committees on issues impacting eHSS Systems strategic



operations;

- Directs the monitoring, analysis and assessment of a broad range of issues, trends and directions which affect eHSS Systems operational environment;
- Contributes to the development of eHSS Systems strategic plan and the establishment of priorities for the business plan;
- Contributes to the planning-approval-development-operations process of initiating new eHSS Systems for NTHSSA;
- Provides planning support and guidance in working through various planning cycles including the multi-year corporate plan, annual operational plan, budgets and project plans;
- Leads strategic design of the Enterprise IT Operations Unit to meet current upsurge in the use of eHSS Systems and future forced growth requirements in the division;
- Reviews ongoing business cases of specific eHSS Systems to support future prioritization and investment decisions; and
- Provides input and recommendations for key system performance metrics.

6. Establishes and maintains relationships with a wide variety of stakeholders.

- Represents the Informatics & Health Technology Division on Departmental/Authority; GNWT interdepartmental; and Federal, Provincial and Territorial (F/P/T) committee meetings with respect to IS initiatives;
- Represents the NWT HSS System by leading and/or participating in eHSS Systems operations policy groups and forums, task forces, advisory and working groups both within and outside NWT HSS System. Represents NWT HSS Systems on senior level advisory and governance forums;
- Through significant interaction with internal and external partners and participants, influences the direction of key initiatives on matters of related to information systems;
- Fosters strong relationships with the GNWT Office of the Chief Information Officer, TSC, and ISSS;
- Collaborates with the DHSS Information Services Division to ensure the fulfillment of the strategic and operational plans;
- Liaises with vendors and services suppliers;
- Provides direction to, and works with the GNWT Technology Services Centre for delivery of desktop, network, and file services; and
- Ensures appropriate training support to optimize eHSS Systems information operations.

7. Manages the section, which includes the supervision of five employees and indirect supervision of five staff, as well as the budget and financial management and oversight of the general operations of the section.

- Recruits and orients employees, schedules work, monitors work in progress, trains and develops staff, conducts regular performance evaluation and takes disciplinary



action when required;

- Manages the financial resources of the unit through budget planning, monitoring, reporting and controlling to ensure best value for expenditures made and the receipt of revenue owing;
- Manages an operating and maintenance budget of over 6 million dollars and provides input on spending of a 15-to-20-million-dollar budget for capital expenditures consistent with the plans and general guidelines established by NTHSSA' senior management;
- Identifies and applies opportunities for cost reduction/avoidance and/or service enhancements within allocated resources;
- Plans and determines allocation of resources, authorizes and controls expenditures, and is accountable for managing resources within the Enterprise IT Operations Unit;
- Manages services contracts and contribution agreements;
- Evaluates the success in achieving planned results and identifies the need for corrective action in accordance with divisional plans; and
- Fosters a high-quality workplace with a strong commitment to quality and process improvement and patient care focus.

WORKING CONDITIONS

Physical Demands

Consistent with a typical GNWT office environment. The incumbent may be required to travel periodically. Travel to remote NWT Communities will involve small aircraft.

Environmental Conditions

Consistent with a typical GNWT office environment.

Sensory Demands

During periods of eHSS Systems security/operational crisis, long hours of work requiring physical and mental endurance may be required until the crisis is resolved. These periods are expected to be frequent.

Mental Demands

High stress and mental fatigue is common as a result of the heavy workload, balancing competing priorities, sorting through conflicting advice, and managing politically sensitive issues with tight deadlines and with a high degree of intensity. Unexpected demands, competing demands and ambiguity frequently add to the stress and mental fatigue. The incumbent is seen as an eHSS Systems expert leader; answers to swift resolutions are required. The scope of the work can involve a high level of concentration and attention is essential. Decisions often have long-range and or costly affects. During periods of eHSS



Systems security/operation crisis there is potential for considerable (extreme) mental, physical and emotional fatigue and stress.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of and ability in systems analysis and design, and ability to review, evaluate, and provide feedback on all phases of the system development life cycle as well as working knowledge of data, trending and modeling tools for effective communication of process;
- Knowledge and understanding of and ability to provide management guidance in analyzing and diagnosing problems experienced by users;
- Knowledge of software packages, database systems, software development tools, prototyping and modeling tools, multi-tier computing environments, hardware environments, operating systems, and communication environments;
- Managerial level knowledge of quality assurance, budgetary forecasts and risk management;
- Ability to gather and define high-level requirements for new and existing software and database development;
- Ability to think analytically and relationally while solving complex problems;
- Ability to guide staff handling multiple tasks, schedules and projects in a coordinated manner;
- Ability to strategically plan and implement actions that achieve future goals;
- Ability to implement business plans and develop standards in a framework of policy and procedures, monitoring compliance of policies and procedures;
- Ability to effectively write and review complex documents including briefing notes, decision documents and Ministerial responses;
- Demonstrated expertise in leading information gathering and reporting needs through environmental scans and consolidating data into relevant information for presentation to Senior Management as well as front line workers;
- Interpersonal skills in order to effectively communicate orally and in writing;
- Ability to deliver clear, effective and functional presentations using a content and style adapted to, and likely to influence the intended audience;
- Ability to demonstrate leadership, initiative and professional judgment;
- Organizational, time management, and project management skills;
- Ability to manage large budgets (over a million dollars) and track finances for decision making purposes;
- Ability to inform and evaluate Requests for Proposals (RFPs), select contractors, negotiate and prepare vendor contracts in conjunction with legal services, to develop professional and courteous relationships with contractors, and ability to manage contractor performance to contract;
- Ability to provide direction and leadership and promote collaboration of staff; and



- Ability to deal with individuals with a high degree of tact and diplomacy.
- Experience in facilitating and managing collaboration and consultation processes with a wide range of healthcare and Governmental stakeholder groups would be an asset.
- 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 Health Information Systems, Health Informatics, Management Information Systems, Computer Sciences, or a related discipline combined with five (5) years of recent, related experience in Health Information Systems operations, leadership, strategic planning, and management in complex and evolving environment.

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