![Collège Aurora College logo]

IDENTIFICATION

Department	Position Title	
Aurora College	Manager, Information Systems & Technology	
Position Number	**Community**	**Division/Region**
91-7301	Fort Smith	Corporate Services & Administration

PURPOSE OF THE POSITION

The Manager, Information Systems and Technology (IST) leads, oversees, and manages all IT infrastructure, network(s), systems, security, applications, and support processes at Aurora College to ensure stable and secure availability of IT software, hardware, network connections, and digital data for all students and staff.

SCOPE

The Manager, IST is located in Fort Smith and reports to the Vice President, Corporate Services & Administration. The Manager provides leadership and direction to the Information Systems and Technology area and staff and is responsible for the acquisition and management of information technology for the Aurora College campuses, Community Learning Centres (CLCs), and Aurora Research Institute (ARI) offices. This includes the Aurora College network infrastructure, the student information system, the financial system, the College website, and the telephone systems.

The Manager, IST has nine (9) direct reports that include IT Analysts, a Senior IT Analyst, and Programmer/Systems Analysts, as well as 5 indirect reports (various IT Technicians) who report to the IT Analysts. The incumbent also manages outside consultants as required to complete any technical work outside the scope of the College's IST staff.

The incumbent acts as a liaison between the Campuses, the Office of the President, the Department of Education, Culture and Employment, the Department of Public Works and Services (Technology Services Centre), and other public and private entities on issues related to information systems and technology and the technology associated with distance education programming and delivery. The Manager represents Aurora College and the GNWT in the partnership with CANARIE (Canada's Advanced Research and Innovation Network). The Manager also collaborates with a wide range of internal and external groups to identify needs and problem areas; works with user groups to identify, implement and evaluate system

requirements; and communicates with vendors and contractors for software support and technical advice.

The Manager fosters an environment that supports the mission, values, goals, and policies of Aurora College and the GNWT, is consistent with adult education principles, and is respectful of the many cultures of the Northwest Territories. The position is guided by the Aurora College Strategic Plan; Aurora College Policies and Procedures; Code of Ethics; the Aurora College Act; the Education Act; GNWT policies and regulations, legislation and guidelines; and the Collective Agreement.

The Manager is responsible for a budget of approximately $1.5 million annually, which includes staff, O&M, and programs.

RESPONSIBILITIES

1. **Oversees all IT infrastructure and networks.**
   - Monitors and oversees all new and existing network hardware, software, and communication links.
   - Oversees day-to-day IT operations and ensures that all equipment and services are patched, functional, and perform at an optimal level.
   - Designs/implements the data warehouse or other reporting repositories.
   - Delivers technology projects and follows best practices for IT project management.
   - Ensures the stable operation and integrity of the institution's IT assets, network infrastructure, disaster recovery, and maintenance of high-availability systems.
   - Supports the development of and follows objectives/standards for hardware and software in the system development plan to ensure compatibility throughout the institution.
   - Coordinates application to and implementation of CANARIE's programs in the NWT in conjunction with GNWT departments and telecommunications vendors.
   - Manages the Aurora College computer replacement budget to ensure that resources are allocated in the most effective manner to accomplish college objectives.
   - Chairs the NWT Optical Regional Area Network (ORAN) which includes members of GNWT departments and telecommunications vendors including NorthwesTel.
   - Represents Aurora College and the GNWT on CANARIE's national ORAN Advisory Committee (OAC).
   - Complies and aligns institutional architecture with technical standards.
   - Collaborates with the GNWT Public Works and Services Technology Services Centre to provide connection to the CANARIE network to Aurora College and Aurora Research Institute sites, as well as education and other GNWT sites across the NWT.

2. **Approves and oversees IT security measures.**
   - Oversees standards for computer access security, backups, file retention, and disaster recovery.
   - Directs access to information and resources across systems/networks, based on roles and circumstances. Ensures controls are set through authentication, authorization, provisioning, and directory services.

- Leads the development and implementation of IT contingency and disaster recovery plans and preventive maintenance systems.
- Educates other leaders on how to understand and mitigate security risks.
- Contributes to the development of and ensures those in the department follow applicable IT risk frameworks that identify, manage, and mitigate security/privacy risks.

3. **Maintains IT expertise and leads all IT application support services.**
- Anticipates technology advances and problems and proposes alternative solutions.
- Researches and tests new products to determine if they should be integrated into current systems and approves purchases as required.
- Maintains current knowledge of research and development in the information systems and technology areas.
- Develops, negotiates, and maintains partnerships and credibility with other educational institutions, consortia, and e-learning agencies regarding infrastructure, systems, and technological support for distance education courses and programs.
- Ensures those in the department prepares technical documentation to support the future troubleshooting of all integrations and tools.
- Collects and stores all the institution's information, and makes it available to decision-makers, as well as to external stakeholders, where applicable.
- Supports data governance processes, ensures regulatory reporting is completed and ready for submission, and provides ad hoc reports and data analytics for stakeholders throughout the Institution.
- Contributes to the development of and complies with standards and processes for the effective use of data/information.

4. **Manages IT needs, approves solutions, and oversees actions to fulfill them.**
- Designs solutions and systems that are pragmatic and align with the institution's needs.
- Serves as an IT liaison to other departments to initially gather requirements, document business processes, and support user acceptance testing.
- Coordinates the testing of new products to determine if they should be integrated into current systems and supports/approves purchases as required.
- Conducts technical needs assessments for distance education delivery and examines the feasibility of new technical support and initiatives.
- Oversees the implementation of new technology and enhancements, thereby providing solutions to problems and new functionality to meet institutional requirements.
- Provides a broad range of support services related to education and enterprise applications.
- Identifies and approves objectives and standards for hardware and software in the system development plan to ensure compatibility throughout the campuses, CLCs, and ARI offices.
- Develops/approves terms of reference, requests for proposals and service contracts for the acquisition of new equipment and specialized computer services.
- Leads/oversees new technology implementations and system enhancements.
- Sources IT hardware/software/services/licenses with 3rd parties and manages vendors, ensuring coordination across IST and in consultation with the VP C&A.

- Ensures that service contractors provide the required services and reviews invoices to ensure appropriate billing of services.
- Monitors IT project management processes including resourcing, budgeting, risk management, issues management, and appropriate gating.

5. **Oversees all IT user support services.**
   - Identifies current/future user support needs and ensures ongoing monitoring of helpdesk operations.
   - Reduces costs by driving support calls down to the lowest tier that can satisfactorily resolve users' issues.
   - Ensures stable, secure, and reliable IT end user support services are provided from within the department to meet current/future needs and in accordance with institutional requirements and priorities.
   - Follows standardized processes to enable efficient and stable use of technology by internal and external users.

6. **Leads & supervises direct reports.**
   - Establishes the priority issues for action by others in the department.
   - Ensures all those working in the department or other applicable stakeholders fully understand and follow all institutional policies that apply to them and comply with legislation.
   - Encourages those working in the department to informally promote Aurora College' activities.
   - Promotes workplace safety in all the department's activities. Ensures staff in the department perform regular safety inspections of equipment and work locations with timely resolution of safety issues.
   - Fosters teamwork and supports the work of staff in the department. Attends, and may help coordinate, team-building functions outside the department.
   - Organizes, plans, and leads regular department meetings.
   - When applicable, actively seeks constructive input from staff on how to capture and build on the synergies of all three campuses & other regions.
   - Develops, revises, and budgets a training plan to map out training requirements for all in the department, as well as developmental/beneficial training.
   - Reviews and approves professional development plans for direct reports and monitors follow-up activities to maintain high standards of performance.
   - Ensures all aspects of the recruitment process are carried out according to GNWT and Aurora College policy.
   - Ensures all new direct reports are fully oriented to the institution, their positions, and where necessary, to their community.
   - Ensures appropriate and consistent action is taken to discipline staff when necessary, using the progressive discipline model. Seeks assistance from the VP Corporate Services & Administration and GNWT Department of Human Resources to enforce discipline and from the President's Office in the event of dismissal.
   - Monitors employee performance on an on-going basis and completes annual performance reviews. Coaches and mentors staff as appropriate to improve performance.

- Encourages staff in the department to liaise with those in other departments, and campuses/regions, both virtually and in person.
- Ensures service assignments to staff in the department are appropriately shared.

7. **Contributes to the effectiveness, safety, and reputation of the College.**
   - Develops short-term (~1 year or less) plans for the department, ensuring alignment with Aurora College strategy/plans. Provides input and support to the VP Corporate Services & Administration with creation of the divisional plan.
   - Collaborates with other Managers to resolve any operational misalignment across departments.
   - Creates reports and briefing notes for the VP C&A and other applicable stakeholders as required.
   - Develops proposals, reports, and briefings with/for other agencies, departments, partners, funders, and post-secondary institutions as necessary.
   - Participates in an appropriate share (as defined by the VP Corporate Services & Administration) of institutional service assignments, such as leading/participating in committees, task forces, and ad hoc projects.
   - Identifies risks as it relates to the department, escalating to the VP C&A when necessary.
   - Provides input and pertinent information to others for new initiatives as required.
   - Undertakes/leads special projects, with VP Corporate Services & Administration approval.
   - Manages the department's budget and ensures the salary and O&M budgets are aligned with strategic/divisional budgets; are realistic and effective; and closely monitored through monthly variance reports. Works with staff and/or the Finance Manager for the Division to take corrective action as required to meet budget targets.
   - Where applicable, supports the creation and maintenance of 3rd-party agreements, contracts, and partnerships with other institutions, organizations, and suppliers.
   - Maintains and supports relationships important to the unit and/or department by meeting regularly with stakeholders including, but not limited to, Indigenous organizations, regional and community leadership, federal and territorial government divisions, and partners in education, research, business, or industry.
   - When asked by the VP Corporate Services & Administration, may represent the institution or Policy department at meetings.

WORKING CONDITIONS

Physical Demands

No unusual demands.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Professional-level and current knowledge of computer hardware and software Knowledge post-secondary policy, programs, and methodologies.
- Demonstrated knowledge of the technology supporting distance learning and an understanding of computer technology and communications systems used in distance education.
- Ability to manage projects effectively.
- Skills in conceptual thinking, research, data analysis and problem-solving.
- Skills in MS Operating Systems, MS Office, Internet, Email, database software, Student Information Systems, and Learning Management Systems.
- Excellent consulting and communication skills, both oral and written, in order to generate confidence in solutions offered and technical advice given.
- Knowledge of privacy legislation and internet security issues.
- Skills in proposal, policy and report writing.
- Skills in facilitation and presentations.
- Skills in managing a team, supervising staff, and budget development/management.
- Ability to learn and apply college-specific policies, procedures, and regulations.
- Ability to prioritize and plan work, meet deadlines, and manage multiple projects simultaneously.
- 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:

Completion of a bachelor's degree in computer science (or related field) and 5 years of IT experience that includes at least 3 years of project management and 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