



South Slave Divisional Education Council

IDENTIFICATION

Department	Position Title	
South Slave Divisional Education Council	Manager, Information Systems and Technology Services	
Position Number	Community	Division/Region
99-10819	Fort Smith	SSDEC Divisional Office

PURPOSE OF THE POSITION

The Manager, Information Systems and Technology Services is responsible for the provision and management of automated systems within the South Slave Divisional Education Council (SSDEC). This position manages networks, contracts, licencing and the development of ideas and strategies to meet the demands of modern education and ensuring the efficient uses of information technology processes and systems.

SCOPE

Located in Fort Smith, the Manager, Information Systems and Technology Services (Manager), reports to the Superintendent and is responsible for analyzing requirements, and designing and implementing education information system solutions, developing and implementing the regional information technology strategic plan for Superintendent approval, providing technical expertise, training and support services for the Council office and schools, and working with technology vendors and Government of the Northwest Territories (GNWT) staff for maintenance and support of computer network and standalone systems, while ensuring best possible utilization of resources available.

The Manager plans, develops, implements, maintains and manages networked and standalone computer systems, including related hardware, software and peripherals for both PC and Macintosh platforms in the Council office and schools. This position also provides technical support and guidance and develops and delivers computer and technical training for regional office and schools' staff. The majority of the incumbent's work is self-initiated and independent, within applicable established procedures.

The incumbent is responsible for administration and maintenance of the system that includes:

- approximately 2000 users (180 full time employees plus 1800 students)
- diverse office automation environment within the Council (12 facilities, including eight schools, three magnet facilities and the Council office, located in five South Slave communities)
- approximately 500 computers and peripherals
- at least 11 file servers and appropriate routing links to the GNWT Digital Communication Network (DCN)

The Manager is responsible for Wide and Local Area Network (WAN/LAN) operation and end user support, systems development and support, systems user training and data processing. The incumbent is also accountable for the development of a budget directed to the development and implementation of SSDEC's information systems and planned upgrades to the WAN/LAN and operating hardware.

Given the exponential growth of technology needs, the Manager will be required to:

- develop and implement the strategic regional technology plan
- develop and integrate procedures, guidelines or standards for information systems management, including the student demographics and information systems
- approve and accept computing/information technology expenditures
- direct district wide systems development and implementation projects
- train education management and system users on the need and use of systems and related technologies

The incumbent will interact in person, by electronic mail and by telephone on a daily basis with South Slave Divisional Education Council staff, other government departments and non-government agencies to assist all Council staff with the functionality and operation of the various PC and Macintosh based software applications utilized by the central office and schools. A working knowledge of the Council's telecommunications resources will be necessary as it is an integral part of the communication system.

There is a moderate need for automobile or air travel to schools within the South Slave region.

Decisions made by the incumbent can impact the whole operation of the SSDEC and its schools. Many decisions have a direct impact on the integrity of the data and information as well as the security, availability and capacity of the systems. Failure of these systems would significantly impact the staff and students of the SSDEC.

RESPONSIBILITIES

1. Plan, develop, coordinate, implement, monitor and manage the technology goals and advancements/changes of the SSDEC by ensuring the best possible utilization of available resources to meet the needs of administration / school staff, and students.

- Guide the design and implementation of hardware and software technologies.
- Plan, develop, coordinate, implement, monitor and manage all resources needed to ensure successful information and other technology based projects; including directing

resource requirements, compiling project status reports, conducting quality reviews, facilitating meetings with board/school staff for establishment of system upgrading goals and standardization requirements.

- Design, develop and deploy information solutions over the GNWT Digital Communications Network using regional Local Area Networks, Wide Area Networks, NT Servers, web server, database development tools or other means to achieve the most effective regional information network.
- Make recommendations to the Superintendent regarding all aspects of information technology, including purchase/upgrade of computer/systems/networks, training needs, system planning and cost estimates.
- Prepare an annual budget for Information Systems and Technology Services, for presentation to the Comptroller and Superintendent.
- Maintain an inventory of all computer equipment, software, software licenses and warranty agreements, including equipment on loan.
- Prepare and update a comprehensive Technology Plan for the SSDEC.
- Review for Superintendent approval, the purchase requests of eight Principals to ensure they are compliant with the overall technology plan.
- Develop and maintain the SSDEC web site.

2. Operate and maintain networked computer systems in the Council office and schools to ensure network and information/communications/electronic systems/equipment function efficiently and effectively for daily operations.

- Monitor and maintain client/server networks and associated peripheral devices in the central office and schools.
- Monitor data communication, telecommunications and environmental control equipment for outages and exceptional situations that require technical intervention including air conditioners, UPS and humidifiers.
- Maintain appropriate user access limits, printers and peripherals availability; ensure that normal systems management jobs are running; coordinate school electronic mail system; adding, deleting and transferring users to other systems as required.
- Manage, maintain, modify and provide technical expertise for LAN/WANs, GNWT Digital Communications Network, personal computers, printers, tape backup devices, modems, routers, hubs, switches, facsimile and photocopiers and other related media equipment including ordering and repairing parts and contacting equipment vendors as required.

3. Provide technical and administrative support to Council office and all schools.

- Install and troubleshoot computer systems, hardware and software applications used by the Council office and schools including liaison with all staff on systems problems.
- Identify and prioritize necessary system problems and make necessary changes/upgrades.
- Work with specialized technical personnel when necessary.
- Provide technical expertise on hardware/software upgrades and requirements to staff.
- Respond to requests for hardware, software, data communications and telecommunications support from staff.
- Work with computer support persons in schools as it pertains to computer systems.

- Work with and assist Principals in determining the best use of technology for the education of students.
 - Setup and administer, on an as needed basis, technical service contracts with vendors.
 - Keep a library of technical and user manuals at the central office and schools.
- 4. Ensure security and contingency measures are in place.**
- Ensure that computer data and application program tape backup systems on files servers are in place and working properly.
 - Monitor the archiving of computer data on tapes.
 - Ensure that users have the proper access rights to data and applications by using User Names, User Ids and passwords.
 - Maintain a stock of spare parts for servers and key computer systems or establish a source for it.
 - Ensure that virus protection programs are running and upgraded on all computer systems.
 - Monitor and maintain surge and UPS systems for servers, computers, peripheral and other technical devices.
 - Provide support and advise all computer users about GNWT and Council electronic mail, Internet and computer use policies.
- 5. Contribute to ongoing and emerging professional development activities.**
- Identify and research new and emerging technologies that could be incorporated in the SSDEC's existing IT plan.
 - Design software applications such as databases, inventory systems, knowledge management systems, LAN networks and work with regional and schools staff to ensure proper implementation.
 - Develop policies for SSDEC on accepted technology regarding hardware, software and resources.
 - Pilot new projects such as "thin client."
- 6. Manage the human and financial resources of the IT and IS unit and monitor the terms and conditions set out for contractors.**
- Manage staff and client satisfaction through responsiveness and professionalism.
 - Supervise and evaluate the performance of Computer Technician position(s).
 - Plan, schedule, prioritize, and assign work for the Computer Technician positions and for the Distance Education Facilitators in consultation with the Superintendent and school Principal(s).
 - Maximize client involvement in IT projects and operations.
 - Develop an ongoing communication plan to ensure clients understand the priorities, strategic planning, policies, standards and guidelines.
 - Develop an ongoing feedback mechanism to assess the satisfaction level of the clients.
 - Ensure consolidation between independent computing initiatives within the SSDEC to gain synergy on behalf of the organization.
 - Chair the Information Systems Committee and advise on school system needs, priorities, service delivery and performance measurements for IT in the SSDEC.

- Inspect the work of the contractors for quality and completeness of their contracts.
 - Participate as an active member of territorial IT committees and provide sound management advice for information management/information technology initiatives.
- 7. Provide computer-related training to all staff to maximize full use of technology resources available within the South Slave Divisional Education Council.**
- Provide and facilitate training to Council staff, Computer Support persons and Teachers on hardware and software including proper maintenance of software and hardware.
 - Provide in-service to Teachers on the use of computer technology in their classrooms and Computer Labs.

WORKING CONDITIONS

Physical Demands

It will sometimes be necessary for the incumbent to crawl in small areas or under buildings, searching for wiring. Lifting, carrying and moving computer equipment and parts weighing up to 25kg will occasionally occur.

Environmental Conditions

Physical hazards will be present due to the infrequent requirements of servicing electrical equipment.

Sensory Demands

No unusual demands.

Mental Demands

The incumbent may experience the pressures of scheduling to meet the daily needs and deadlines, with limited resources, of the schools and the overall goals identified by the Superintendent. End users may relay urgent demands on short notice.

The work activities involve school offices and classrooms during regular hours, which may be noisy and distracting.

Travel is required to four of the communities in the region. Travel requirements include driving up to three hours at a time, and the incumbent could encounter adverse driving conditions, and working irregular and long hours. Communities may lack amenities such as hotels and restaurants. Travel may also occur in small noisy airplanes.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of WAN/LAN topologies.
- Knowledge and application of knowledge in information architecture planning, client-server and mainframe environments.
- Knowledge of data and telecommunications technologies and practices.

- Knowledge of instructional design, student assessment, learning management systems, standards-based assessment, data analytics, and systemic assessment reporting.
- Knowledge of Information Technology and the application environment.
- Knowledge of privacy and confidentiality practices and the ability to adhere to the expectations of maintaining citizen privacy and confidentiality.
- Knowledge of and/or the ability to acquire knowledge of the people, culture, government and education and its business environment .
- Knowledge and skills in Information Systems Management and development and technical environments.
- Knowledge/skill requirements or updated equivalents:
 - Cybersecurity, risk management for IT projects, strategic IT planning,
 - IT service management, website design, Microsoft 365,
 - Network administration, project management and portfolio management.
 - Network infrastructure and administration,
 - Juniper routers, Meraki firewalls, Extreme wireless networking, Windows 11, Windows Server, Internet, database design, PCs, Macs, Chromebooks, assistive technology, Smart Boards, Lenovo servers, Network Attached Storage (NAS),
 - Virtual computing environments, Generative AI, Gemini AI,
 - Google Workspace (Education), PowerSchool, PowerTeacher, PowerTeacher Pro Gradebook,
 - Gmail management, student record systems, videoconferencing
 - Computer operating systems, web servers, file servers, DNS servers,
 - Microsoft Access, Excel, Crystal Reports, GAT/GAT+ and FileMaker Pro.
- Skills relating to programming and applications, and systems analysis.
- Leadership and interpersonal skills, as well as self-confidence and self-control.
- Research skills to keep up with new technology.
- Supervisory and team building skills; mediation, tact and diplomacy skills.
- Time-management and organizational skills.
- Problem solving, adaptability and initiative.
- Communication, presentation, facilitation and project management skills.
- Ability to facilitate or lead groups such as a work team, committee or task force.
- Ability to conceptualize, plan and implement projects, and to effectively implement a change initiative which has been mandated within the organization.
- Ability to listen, understand and respond effectively to other people, and to help or serve people to meet their needs.
- Ability to work independently with minimal supervision.
- 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 University Degree with a specialty such as Computer Networking, System Administration or Information Systems and three (3) years of relevant experience including one (1) year of management of Information Systems, or equivalents.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Must have a valid driver's license and have the ability to drive and travel by car and on small planes.

Position Security

- 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