

1. IDENTIFICATION

Position No. 14-14576	Job Title Manager Informatics Administration	Supervisor's Position Corporate Chief Information Officer (CCIO) 14-09994
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Department Community and Government Services	Division/Region Information Management/Information Technology (IM/IT)	Community Baffin	Location Iqaluit
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Fin. Code: 14515.01.1.235.1402050.01

2. PURPOSE

<p>Main reason why the position exists, within what context and what the overall end result is.</p> <p>This position manages three distinct programs on behalf of the GN's Information Management / Information Technology branch. <i>First</i> is the planning, budget, administrative, financial, staffing, and policy functions of the branch in support of all programs administered by the branch's Information and Technology divisions. <i>Secondly</i>, this position acts as the principal financial analyst, and contract administrator for the Government's approximately \$36M dollars in related contracts each year. <i>Third</i>, the incumbent manages the corporate multi-million dollar inventory of informatics infrastructure, computers, software and telecommunications assets on behalf of all departments. In summary, this Manager oversees the Administrative, financial, human resources, service quality, and contract administration functions for all of the Government's shared information services, both at Headquarters and in the regions.</p>
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3. SCOPE

<p>Describe in what way the position contributes to and impacts on the organization.</p> <p>Located in Iqaluit and reporting directly to the Corporate Chief Information Officer, this headquarters position functions as the principle Administrative and Financial manager for the \$36 million dollar activities of the Information Management / Information Technology branch. The incumbent carries out this responsibility through direct supervision of the Divisional Administrative Co-ordinator, verification of corporate Finance division's processing transactions, daily support and providing guidance to the Director of Government Information and Planning and the Director of Information Communication Technology, and indirectly through the subordinate staff of (12) subordinate managers and sectional leads reporting to senior management.</p> <p>This position will also support business operational processing requirements for divisional staff which includes regional centres and community based technicians in addition to external resources and service providers which have contractual and strategic relationships with the Division. As a key resource reporting directly to the Corporate Chief Operating Officer this position will ensure approved business objectives are planned and completed in an effective manner; consistent with the operational priorities, policies, and procedures of the GN and the stated principles and values of the Department.</p>
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4. RESPONSIBILITIES

Describe major responsibilities and target accomplishments expected of the position. For a management position, indicate the subordinate position(s) through which objectives are accomplished.

Human: manages the human resources required by the Government's Information Management and Information Technology divisions in order to ensure efficient and reliable program service delivery to all departments and regions:

Working with departmental and corporate HR officials, this position oversees and provides technical expertise in the branch's recruitment, retention and administration of labor relations efforts regarding technical staff in an exceptionally competitive market place, for deployment on complex multidisciplinary systems, in remote locations, within a limited budget. Works closely with Nunavut Arctic College to promote the Informatics Technician program to encourage Land Claim Beneficiaries towards a career in Information Management / Information Technology. Responsibilities include describing roles and responsibilities, developing job descriptions for staff, Statements of Work for contractors, overseeing divisional HR administrative requirements and develops reports for compliance with Department HR policies, procedures and guidelines, setting and/or negotiating standards of performance, describing goals and priorities, providing advice and guidance to both technical support staff and to other managers, monitoring work and contracts in progress, recommending career plans by counseling and motivating staff, establishes work plans and priorities, assigns, monitors and assesses performance, identifies training and development requirements, and imposing discipline for subordinate staff. This position is also responsible for setting the overall tone and corporate culture of professional client service under all circumstances.

Financial: plans, forecast, approves and controls expenditures related to Information Management Services and Informatics Technology Services shared by all departments:

Working directly with the Corporate Chief Information Officer and in conjunction with the Directors of both Government Information and Planning and Information Communication Technology, through supervision of subordinate, this Manager coordinates the annual Operational and Capital budgets for the division. Responsible for the operational planning of divisional financial reporting activities including budgeting, expenditure control, administering instrument of delegation, cost and trends analysis, variance reporting, billing review, accounts payable and annual/multi-year resource allocations and managed the preparation of related financial reports, and performance reporting on all aspects of the Government's information and informatics infrastructure.

In meeting these responsibilities, the incumbent manages most aspects of the corporate-wide budget for shared inter-departmental information management services, strategy, end-user application support, and development of associated systems. This includes having primary responsibility for negotiating contracts and Service Level Agreements between vendors, developers, licensees, and service providers, including managing all telephone and telecommunications services invoicing, and managing on-going maintenance service contracts for both hardware and application software on behalf of all GN departments. The Manager subsequently manages the delivery of these services by measuring and reporting on Quality of Service (QOS) performance and approving related expenditures.

The incumbent is a member of the IM/IT strategic planning team helping develop a Strategic Plan that aligns with the Vision, Mission, Values and Priorities of the Government and our department. In addition, to support the Strategic Plan this team will develop Action Plans detailing the implementation of the Strategy and how these Action Plans will be supported through the IM/IT budget.

Technical: in support of the Director, Government Information and Planning and the Director, Information Communication Technology, shares responsibility for recruiting and retaining the technical staff who run the day-to-day government information architecture and technical services for the Government's complex, corporate-wide information management systems.

Working in support of the Branch Directors and their staff of business analysts, information architects, project managers, records manager, operations managers, systems specialists, network specialists, data specialists, informatics technicians and call center agents, the incumbent shares oversight of the Government's corporate informatics services on behalf of all departments.

More directly, in meeting this responsibility, the incumbent analyses resource requirements, develops project proposals and business case justifications for new development, provides status reports and technical presentations for Executive management when determining service priorities and acceptable service levels, and negotiates formal Service Level Agreements between suppliers and user departments.

Security: ensures the proper decommissioning and disposition of 'surplused' server and workstation hardware and software inventory throughout the Territory:

In addition to having primary responsibility for informatics asset identification, in-use hardware inventory, and Definitive Software Library (ITIL-DSL) services, regarding all hardware and software in the GN, the complexity and wide geographic distribution of systems in the Nunavut environment make this position mission-critical across all departments and regions when dealing with equipment decommissioning and the destruction of sensitive personal information.

Standards: ensures maintenance of government information and technology management documentation regarding policies, hardware and software configuration standards, and acceptable usage standards and their distribution to all end-users:

This position, in cooperation with the branch Directors, manages the Government's Informatics Research and Documentation function, especially the Definitive Software Library (DSL), which controls release management over all versions of software, both in production and in development, and their related documentation.

Oversees the divisional business collaboration strategies and support services by providing guidance/advice on the interpretation and application of related divisional and GN central agency legislation, regulation, acts, policies, standards, procedures and guidelines

Working with the branch Directors, the Manager has the authority to order workstation audits according to industry best practices, and to respond to workstation and peripherals audit requests from senior management, from the Director, or the from Auditor General and/or Consulting and Audit Canada.

KNOWLEDGE, SKILLS AND ABILITIES

Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.

Contextual Knowledge:

- Configuration Management and reliable maintenance of a CMDB;
- Problem Management, known error management and root-cause determination;
- Change Management methodologies, tracking and documentation;
- Software Control and Distribution, Release Management and adherence to a DSL;
- Customer Service methodologies, especially Service Level Agreement Management;
- Risk Management, Contingency and Disaster Recovery planning;
- Financial administration and human resource management theories, principals and practices. Contacting methodologies and procedures;
- Negotiating principles, techniques and practices of conflict resolution;
- Mandates and program activities of the GN's various program departments;
- Awareness of the Nunavut social and political environment, including knowledge of the Information and Technology marketplace, mission, organizational structure and mandates, including Information and Technology marketplace, mission, organizational structure and mandates;
- Relevant legislation and regulations applicable to information management and information technology (Access to Information and Privacy Acts, Consulting and Audit Canada standards, etc.) in order to ensure systems integrity, reliability and security;

Collective bargaining agreements, the Financial Administration Act, and other legislation relating to human resource management.

Skills and Abilities:

- Strong interpersonal skills and the ability to communicate effectively both orally and in writing, to a range of audiences;
- Excellent organizational skills and time management skills;
- Ability to provide advice and guidance to employees at all levels;
- Ability to apply human resource policies and procedures effectively in the workplace;
- Strong interpersonal skills and the ability to communicate effectively both orally and in writing, to a range of audiences;
- Ability to manage effectively in a cross-cultural environment;
- Decision-making and problem-solving skills to initiate corrective action to problems encountered;
- Strong client/customer service skills with effective influencing and negotiation skills;

This combination of knowledge skills and abilities would normally be acquired through:

- A Post-Secondary degree in Business Administration/ Commerce or related field of study;
- Understanding of information management and technical support operations gained through two (2) years related experience in a similarly large and complex informatics environments; including one (1) year experience in a supervisory or leading role
- The ability to speak more than one of Nunavut's official languages is an asset.
- ITIL Certification is considered an asset.

environments;

- The ability to speak more than one of Nunavut's official languages is an asset.

An acceptable combination of education and experience may be considered an asset.

6. WORKING CONDITIONS

List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of each occurrence in measurable time (e.g. every day, two or three times a week, 5 hours a day)

Physical Demands

Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue or physical stress.

The work is performed in a climate controlled environment where there is little if any exposure to conditions that could cause physical harm

Environmental Conditions

Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that increase the risk of accident, ill health, or physical discomfort.

May require working in an open office setting, and sitting at a computer for periods up to 100% of the working day with continuous exposure to glare from the computer monitor. The work requires travel to attend departmental meetings and work sessions, to visit client sites, or to attend conferences and seminars. Travel could be via small aircraft and over remote arctic areas.

Sensory Demands

Indicate the nature of demands on the jobholder's senses. These demands can be in the form of making judgments to discern something through touch, smell, sight, and/or hearing. It may include concentrated levels of attention to details though one or more of the incumbents' senses.

The incumbent spends a substantial amount of time in front of a computer terminal; this can result in eye strain and may result in other physical discomforts. The incumbent spends a great deal of time reviewing & preparing various financial documents and reports, which requires absolute attention to detail to ensure accuracy and completeness.

Mental Demands

Indicate conditions within the job that may lead to mental or emotional fatigue that would increase the risk of such things as tension or anxiety.

The incumbent is faced with the continuous pressures of short/tight deadlines and competing priorities; Requirement for high degree of accuracy and accountability for thoroughness of analysis and appropriateness of recommendations.

7. CERTIFICATION

<p>_____ Employee Signature</p> <p>_____ Printed Name</p> <p>_____ Date I certify that I have read and understand the responsibilities assigned to this position.</p>	<p>_____ Supervisor Title</p> <p>_____ Supervisor Signature</p> <p>_____ Date I certify that this job description is an accurate description of the responsibilities assigned to the position.</p>
<p>_____ Deputy Head Signature</p> <p>_____ Date I approve the delegation of the responsibilities outlined herein within the context of the Attached organisational structure.</p>	

8. ORGANIZATION CHART

Please Attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.

“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.