Employment Opportunity

Position(s):   **Information Technology (IT) Manager**
Location: **Remote (work from home) & site visits**
Schedule: **Full time**
Closing Date: **Until position has been filled**

The IT Manager will ensure that technology is identified, invested in, leveraged, and supported in alignment with TNDC's strategic plan. In response to the strategic plan, and in partnership with the Senior Management Team, develop, update, and implement the IT Strategy. The IT Manager will be responsible for ensuring continuity of service for all IT investments.

Responsibilities
Reporting to the Chief Financial Officer (CFO), responsibilities include, but not limited to:

A. IT Strategy, Planning and Project Management
- participate in the development of long-term strategic plans for acquiring and enabling efficient and cost-effective information and communication technologies and solutions
- align IT objectives, projects, initiatives, and goals to meet the business's objectives and goals
- monitor and analyze trends in technology and to make recommendations for the future and to identify areas of increased efficiency or cost savings
- ensure the efficient utilization of technical resources – including personnel / contractors and equipment across the organization
- approve, prioritize, and control projects and the project portfolio as they relate to the selection, acquisition, development, and installation of major information systems
- define project scope, goals and deliverables that support business goals in collaboration with senior management and stakeholders
- effectively communicate project status(es) to sponsors and stakeholders in a timely and clear fashion
- manage projects to ensure that timelines, budgets, and outcomes are achieved

B. Operational Management
- oversee and be responsible for all IT functions
- work with the CFO on setting budgetary requirements and prioritizing IT capital expenditures
- analyze and improve upon technology standards across the organization to maintain a technological and competitive edge within the market
- review and manage major contracts for computing and information technology services and equipment
- ensure continuous delivery of technical services through monitoring of systems, programs, and equipment performance
- manage the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems, including servers, PCs, operating systems, hardware, software, and peripherals
- oversee the development, implementation and administration of both network and end-user technical support services
- implement and maintain an asset management system for IT hardware, software, and equipment
- coordinate and facilitate consultation with stakeholders to define business and systems requirements for new technology implementations
- conduct feasibility studies for various upgrade projects, improvements, and other conversions
- define hardware and software standards in conjunction with stakeholders

SAFETY FIRST, **SAFETY** ALWAYS

- define network performance standards and provide network performance statistics and reports; develop strategies for maintaining network infrastructure
- define and provide server performance statistics and reports; develop strategies for maintaining server infrastructure
- manage operational costs; conduct near- and long-term financial forecasts for expanded functionality/user base
- track and maintain copies of software licenses, warranties, maintenance agreements, and vendor contracts
- ensure that all work is carried out in compliance with TNDC's health and safety program requirements

C. Policy and Procedures
- develop and implement IT Governance best practices and standards
- working with the Senior Management Team, define and communicate policies and processes for acquiring, implementing, and operating IT systems
- working with the Senior Management Team, enforce policies and procedures to ensure the protection of IT assets and the integrity, security, and privacy of corporate information
- continually review and update policies and procedures to align with the business needs and goals

D. Contractor and Vendor Management
- identify, source, and oversee contractors when they are required to ensure operational effectiveness or for project implementation
- ensure any 3rd party contractors are educated about safety requirements, and compliant with all safety regulations
- monitor product and service contract performance for compliance with organizational needs and requirements, including follow-up checks for corrective action
- develop, establish, implement, and enforce supplier and outsourcer guidelines, obligations, and service level agreements to the organization
- monitor licenses for compliance with organizational needs and requirements, including follow-up checks for corrective action, develop long term licensing strategies
- develop and deliver license reports, bid proposals, requirements documentation, and tender documents when required

E. Other related duties as required by the organization

Qualifications and experience
- College diploma or university degree in the field of computer science or similar combination of education and technical certification/vocational or technical training
- at least three years' experience working in an IT supervisory role where there was responsibility for budgets, projects, and contractors
- Project Management designation or certification is an asset
- experience with data processing, hardware platforms, enterprise software applications, and outsourced systems
- good understanding of computer systems characteristics, features, and integration capabilities
- experience with systems design and development from business requirements analysis through to day-to-day management
- proven experience in IT planning, organization, and development
- demonstrated ability to apply IT in solving business problems
- knowledge of applicable laws and regulations as they relate to IT
- experience managing relationships with others; internal partners and clients as well as external partners
- experience communicating technology issues and opportunities in common, non- IT language
- experience planning and implementing IT-based solutions through:
  - participative planning processes

- o procurement and organization of necessary technology expertise necessary for systems analysis, design, and implementation
- o client involvement in design and implementation
- o dissemination of the results of implementation

Knowledge, Skills, and Abilities

- Project Management and ITIL framework knowledge
- ability to develop and contribute to a positive corporate culture, and a fair and respectful workplace
- exceptional organizational and time management and decision-making skills with excellent attention to detail
- ability to work effectively as part of a team
- strong verbal and written communication skills
- highly self-motivated and able to work independently and efficiently
- ability to pay strict attention to detail and accuracy
- ability to meet deadlines and effectively manage stress
- ability to establish and maintain confidentiality
- ability to prioritize and execute tasks in a high-pressure environment and make sound decisions in emergency situations
- ability to present ideas in a user-friendly language
- proven analytical and problem-solving abilities
- ability to maintain polite and professional communication via phone, email, and in person
- ability to interpret applicable legislation and conduct relevant research and analysis
- ability to accurately maintain files, records, and correspondence

Working Conditions

Work is primarily carried out in an office environment; however, a portion of the time is working out at various remote sites, which may be a mixture of indoors and outdoors. Regular requirement to meet critical deadlines can cause stress. Overtime may be required to ensure timely handling of IT issues. The CFO is available to provide direction and to resolve any conflicts the IT Manager may encounter.

Conditions of Employment

- ability to pass a mandatory pre-employment drug and alcohol screening
- willingness to sign an Oath of Confidentiality
- full disclosure of criminal record and current criminal record check
- valid class 5 driver's license and willing to provide a current driver abstract
- willingness to work occasional overtime during peak or critical work periods

Supervision

Contractors as required.

Please apply to:

Human Resources, Tahltan Nation Development Corporation

PO Box 250 | IR #9 Hwy 37N

Dease Lake, BC V0C 1L0

Fax: 250.771.5454

Email: jobs@tndc.ca

Only applicants selected for an interview will be contacted. Tahltans and Tahltan associates are encouraged to apply.

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